

## Expression of Interest

for implementation and commissioning of a Smart Card based system for Public Distribution System



Department of Civil Supplies and Consumer Affairs,  
Government of Goa

This invitation for Expression of Interest does not call for a solicitation. The Department of Civil Supplies and Consumer Affairs, Government of Goa, reserves the right to change or cancel the requirement at any time during the EOI and/or solicitation process. The Directorate also reserves the right to seek for other compliance norms with additional conditions as and when the final solicitation documents are issued.

## **Preface**

Public Distribution System (PDS) is a national food security system, established by the Government of India under Ministry of Consumer Affairs, Food and Public Distribution and managed jointly with state governments in India. It distributes subsidized food and non-food items to India's poor. Major commodities distributed to consumers include staple food grains such as wheat, rice, sugar, and kerosene through a network of Fair Price Shops (FPS) established in several states across the country. Food Corporation of India, a PSU, distributes food grains to FPS throughout the country, which are managed by state governments. As of date there are about 503 Fair Price Shops (FPS) across Goa.

In terms of both coverage and public expenditure, it is considered to be the most important food security network. However the food grains supplied by the ration shops are not enough to meet the consumption needs of the poor or are of inferior quality. The average level of consumption of PDS grains in India is only 1 kg per person / month. The PDS has been criticized for its urban bias and its failure to serve the poorer sections of the population effectively. The targeted PDS is costly and gives rise to a lot of corruption in the process of extricating the poor from those who are not poor.

Both the Central and State Government(s) share the responsibility of regulating the PDS. While the Central Government is responsible for procurement, storage, transportation and bulk allocation of food grains, State Governments hold the responsibility for distributing the same to the consumers through the established network of Fair Price Shops (FPSs). State governments are also responsible for operational responsibilities including allocation and identification of families below poverty line, issue of ration cards, supervision and monitoring the functioning of FPSs.

Under PDS scheme, each BPL (Below Poverty Line) family is eligible for 35 kg of rice or wheat every month, while an APL (Above Poverty Line) household is entitled to 10 kg of food grains on a monthly basis.

In order to modernize, eliminate malpractices, bring transparency, and make the existing Public Distribution System more efficient, the Department of Consumer Affairs and Civil Supplies, has proposed the implementation of the Electronic Public Distribution System (e-PDS) and Smart Card based Electronic Ration Cards in the state of Goa, under the TPDS e-Governance initiative, involving the following:

1. Development/implementation of a software solution,
2. Digitization of the public distribution system & ration card data of all the citizens of Goa,
3. Issuance of Smart Card based electronic ration cards to all the citizens of Goa,
4. Implementation of biometrics based PoS system at all the Fair Price Shops in the state of Goa.

In Goa, there are about 14.57 Lakh citizens (2011 census data) with a ~3.68 Lakh households (families) in the state currently having the ration cards and are being served by a total 503 Fair Price Shops.

## **Introduction**

Department of Civil Supplies and Consumer Affairs invites Expression of Interest (EOI) from interest solution providers for Supply, installation and maintenance of Biometric based Smart Card solution and implementation of ICT based PDS management system.

### ***Components of the proposed system:***

Following are the key components of the proposed Smart Card based electronic ration cards system (e-PDS):

- This solution proposes to have a smart card based electronic ration cards for all the households (families) in the state of Goa. The cards is proposed to be issued one-per-family, in the name of head of the family and will contain the details of each member of that family.
- The implementation of this solution would help Government of Goa (GoG) in creating a centralized citizen database for the entire population of the state, which in turn could also be utilized for the implementation of the ambitious UID initiative of Government of India in Goa.
- As this solution proposes to have a Smart Card based electronic ration cards, this will help bring transparency in the distribution system of commodities at the Fair Price Shops, as the solution will involve:
  - Biometrics based authentication of the citizens and ration card before the sale of commodities at Fair Price Shop (FPS), ensuring the authorized person takes the correct amount of commodities as allocated to the family or household (as per the case may be) by the department of civil supplies.
  - The biometric solution could be capturing and storing the thumb impression of all the family members while issuing the electronic ration cards to the families. In case of people with disabilities / handicap citizens, an efforts could be made for obtaining a suitable data from UIDAI for the retina scan which could act as an alternative.
- The information/data about the sale at FPS and updation of inventory levels allocated to the FPS can be updated in real time through the GPRS based PoS system communicating with and updating the central server.
- The same data will also be updated in the records of the concerned citizen/household, maintained centrally.
- Based on electronic ration cards, this system will also allow a citizen (assigner) to authenticate someone else (assignee - also a smart card based electronic ration card holder) on his behalf to collect the ration on his behalf by tagging the details of the assigner to the smart card (ration card) of assignee.
- This will authenticate the assignee to collect the ration on behalf of the assigner, but issue of commodities will be recorded only on the assigner ration card, which will be mandatory for the assignee to carry along.

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- Issue of ration through Point of Sale (PoS) system using the automated process of e-PDS, and to stop manual process may require policy change decisions from the Government of Goa.
- All data generated during the process of development and implementation of the entire project will be the property of Government of Goa.
- This solution needs to be hosted centrally at the State Data Center (SDC) for which necessary rack space for the servers (preferably blade servers) will be provided at the SDC.
- The responsibility of procuring, commissioning and maintaining the desired hardware at State Data Center lies with the solution provider.
- It is advisable for the solution provider to come-up with the virtualisation platform for effectively using the IT infrastructure.
- The Solution Provider also needs to migrate the servers along with the solutions to the new State Data Centre as and when it is established within the same scope of work.
- The necessary DR site needs to be setup at Hyderabad by the solution provider in order to maintain the Business Continuity Plan.

### **Project objectives:**

The primary project objectives of the Civil Supplies and Consumer Affairs Department, GoG, with the implementation of the Smart Card based PDS are:

- Timely and need based allocation.
- Prevention of diversion of essential commodities.
- Containment of arbitrary decision making at all levels.
- Induction of transparency and accountability in operations.
- Reduction of redundant workload of department employees.
- Electronic security and control of confidential data.
- Fast disposal of stakeholder grievances.
- Dissemination of information as per public requirements.
- Leveraging the benefit of Goa Broadband Network (GBBN) for easy flow of information among one and all stakeholders.
- MIS for monitoring and quick decision making.
- Protecting the interest of all the stakeholders.

### **Envisaged scope of Work:**

The solution provider is advised to do the following work but not limited to:

1. Replacement of Paper based Ration Cards by Smart Card based Ration cards across the state
2. Enrollment activity (per family)

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- a. Fingerprint impressions of all the 10 fingers of all family members above 10 years of age for Ration Cards along with digital photograph(s) and
  - b. Fingerprint Impressions of all the 10 fingers of owners of FPS, wholesalers along with digital photograph(s)
  - c. Verification of digitized ration card data and filling gaps in this data (if any)
3. Procurement, deployment and commissioning of the requisite IT & Smart Card infrastructure at all the locations
  4. Supply of voice and GPRS enabled Hand Held Device to perform the transactions
  5. Application software and Issuance of Smart Cards to
    - a. Ration Card Holders
    - b. FPS owners & Wholesalers
    - c. CONFED Transporters
  6. Procuring, commissioning and maintaining the desired hardware at State Data Center along with DR site at Hyderabad.
  7. Management of MIS reports with proper workflows imbibed it to the application.
  8. Provide for Training, Support, Installation & maintenance for the solution provided.
  9. The data collection and database structure should be UIDAI compliant and should follow the standard laid down by them and subsequently should be able to integrate with the UID/number given by the “Adhaar” initiative.
  10. Commencement of operations at each location including provisioning of manpower, training, technical support at that location and helpdesk.
  11. **Facilitating Banking Services:** The system proposed will include financial inclusion of the beneficiaries for effective monitoring of the PDS. The selected implementation partner will be responsible for facilitating the opening of “no frills” bank accounts for the beneficiaries. The suitable provision needs to be made in the software as per the policy decisions of the Government.

### **The solutions providers should suggest a most appropriate and feasible implementation methodology for the entire project.**

For a period of 5 years from the completion date of State Wide roll out of the project, the ownership of all hardware including STTs and related system software will be with the solution provider. However, the solution provider will be required to provide an AMC for a period of 5 years for the complete hardware from the completion date of State Wide roll out of the project. The solution provider will need to provide manpower at each location for a period of 1 year starting from the date of commencement of operations at that location.

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**Qualification criteria**

<b><u>Sr. No</u></b>	<b><u>Criteria</u></b>	<b><u>Supporting documents</u></b>
1.	The Solution provider should be a company registered in India.	Company Registration Certificate issued by ROC
2.	The Solution Provider will not be allowed to outsource the project to any other company/PSU.	Undertaking for the same
3.	The solution provider should preferably have proven and field tested technology already deployed and successfully implemented in at least one State Government in a similar environment/ solution.	Letter from the client on its letter head about successful completion of the project
4.	The solution provider should own the Intellectual property rights of the entire solution which have to be transferred to the department/ Government of Goa after successful completion of the project	No Objection certificate from the solution provider on its letter head for transferring the Intellectual Property rights
5.	The solution provider must have a minimum 200 crores of turnover in the last 3 financial years which should also include IT/ITES and should have demonstrable ability to implement a project of this magnitude. Revenue from sale of hardware and other IT products shall not be considered.	<ul style="list-style-type: none"> <li>• Audited Balance sheets and Profit &amp; Loss account statements for each of the last 3 financial years</li> <li>• Statutory Auditor's certificate for turnover from IT services</li> <li>• Certificate from Statutory Auditor mentioning that the solution provider is in profit for the last 3 financial yrs.</li> </ul>
6.	Should have Net Worth as on 31st March 2011 of at least equivalent to the estimated value of the Project	Chartered Accountant's Certificate along with last audited balance sheet
7.	The solution provider should be a profit making company and should be in existence for the last 5 years	<p>Audited Balance sheets and Profit &amp; Loss account statements for each of the last 3 financial years</p> <p>Company Registration certificate</p>
8.	The solution provider should have experience in implementation and customization of end-to-end financial transactions and also in Smart Card Based	Copy of works order as a proof of being engaged in such services

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<b>Sr. No</b>	<b>Criteria</b>	<b>Supporting documents</b>
	POS terminals	
9.	<p>The company should have experience in implementing at least two IT projects in a 'Managed Services' model involving delivery of any G2C services of value not less than 10 crores each involving implementation and customization of end-to-end financial transactions, Biometric based POS equipment, along with remote access and data recovery module for effective delivery of G2C services. These similar projects should be successfully completed/or being implemented during last 7 years ending on 31st July 2011</p> <p style="text-align: center;"><b>OR</b></p> <p>The company should have experience in implementing at least three IT projects in a 'Managed Services' model involving delivery of any G2C services of value not less than 5 crores and above each involving implementation and customization of end-to-end financial transactions, Biometric based POS equipment, along with remote access and data recovery module for effective delivery of G2C services. These similar projects should be successfully completed/or being implemented during last 7 years ending on 31st July 2011</p>	<ul style="list-style-type: none"> <li>• Copy of works order as a proof of being engaged in such services</li> <li>• Letter for the client on its letter head about successful implementation of the project of such magnitude</li> </ul>
10.	The solution provider should have strong organizational strength to undertake and execute large projects including hardware, software, networking, disaster recovery, system integration, implementation, etc	Self certificate signed by authorized signatory
11.	Solution provider should have valid CMMI Level 3 or higher certified company and ISO 9000:2008 certification for quality process in relevant areas	Copy of a valid certification
12.	Solution provider should provide for a solvency certificate from any nationalized bank for 10 crores	Solvency certificate from any nationalized bank
13.	PAN details	Copy of the PAN card of the solution provider.

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Please note that a detailed RFP will be issued only to the firms who are short listed in the Expression of Interest.

**Schedule of EOI Process**

<b>EOI Schedule</b>		
<b>Sl No.</b>	<b>Activity</b>	<b>Timeline</b>
1	Date of Issuance of EOI	<b>24<sup>th</sup> September, 2011</b>
2	Last date and time for submission of EOI	<b>14<sup>th</sup> October, 2011 Till 15.00 hrs.</b>
3	Date and Time of EOI opening	<b>14<sup>th</sup> October, 2011 at 16.00 hrs.</b>
4	Evaluation of EoIs a) Evaluation of Responses as per Qualification Criteria. b) Technical Presentation by the prospective solution providers.	<b>Will be informed subsequently</b>

**Contact details**

Interested companies who qualify the qualification criteria may submit their detailed proposals to the below mentioned on any working day:

**The Director,  
Department of Civil Supplies and Consumer Affairs,  
Government of Goa,  
1<sup>st</sup> Lift, 2<sup>nd</sup> Floor, Junta House, Panaji – Goa.**

Last date for receiving the response to this Eoi is **14<sup>th</sup> October, 2011 till 15.00 hrs.**

### **TERMS & CONDITIONS**

- The solutions providers should submit their proposal in a Spiral Bound Document which includes attachments with suitable page numbering.
- The eligible and interested participants may submit detailed response to the EOI in the prescribed format to reach the designated authority latest by **15.00 hours on 14<sup>th</sup> October, 2011. No commercial proposal is to be enclosed with the EoI**
- Any response to the EOI received by the Department after the deadline of submission shall be rejected. In the event of the specified date of submission of the EOI being declared a holiday for GoG the EOI will be accepted up to the appointed time on the next full working day. Extension of submission date and time will be at the sole discretion of the Department
- Response to the EOI from the respondents should be submitted in a sealed envelope, superscribed with the words "EXPRESSION OF INTEREST for implementation and commissioning of a Smart Card based system for Public Distribution System.". Respondents should provide one (1) hard copy and one (1) electronic (soft) copy in a CD of the response
- EOIs received by facsimile or electronic mail will be rejected
- Any inter lineation, errors or overwriting shall be valid only if the person signing the EOI initials them
- Any form of canvassing/lobbying/influencing for short listing, etc. will result in disqualification
- The Department reserves the right to verify any / all of the credentials provided by the respondents
- During evaluation and finalization of the EoI, the Department may, at its discretion, ask the participants for any clarification on its EOI. The request for clarification and the response shall be through e-mail followed by letter in writing
- Notwithstanding anything contained in any of the clauses in this EOI, the Department reserves the right to accept or reject any EOI, and to annul each or all the EOI processes and reject all the EOI at any time prior to issuing the RFP without thereby incurring any liability to the affected participant, or any obligation to inform the affected participant or participants of the grounds for the Department's action
- The participant is expected to examine all instructions, proformas, terms and conditions in this document. Failure to furnish all information required by the Department or to submit EoI not substantially responsive in every aspect will be at the risk of the participant and may result in the rejection of the EOI

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- Any assumptions made by the participant in response of this request for EOI will be at their own risk and cost. The Department will not be liable for any such assumptions / representations made by the participant.
- The EOI submitted should remain valid for a period of 90 days from the scheduled date of opening
- Enquiries for clarifications should be sent to the e-mail, [www.dir-csca.goa@nic.in](mailto:www.dir-csca.goa@nic.in) at least 5 days prior to the last date of submission of EOI.

**PROFORMAS**

**Proforma 1 - Participant Information**

Contact details	
Name of the Participant	
Address and other contact details of the Participant submitting the EoI	
Name, designation and address of the authorized legal representative and signatory of the EoI	
Name , designation , address and other contact details of the Contact person to whom all correspondence is to be addressed in respect of this EoI	
Address and contact details of Head Office in India	

**Checklist for the Supporting documents required**

<u>Criteria</u>	<u>Supporting documents required</u>	<b>Attached (Yes /No)</b>	<b>Remarks (if any)</b>
The Solution provider should be a company registered in India.	Company Registration Certificate issued by ROC		
The Solution Provider will not be allowed to outsource the project to any other company/PSU.	Undertaking that Solution Provider will not be allowed to outsource the project to any other company/PSU.		
The solution provider should preferably have proven and field tested technology already deployed and successfully implemented in at least one State Government in a similar environment/ solution.	Letter from the client on its letter head about successful completion of the project		

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<p>The solution provider should own the Intellectual property rights of the entire solution which have to be transferred to the department/ Government of Goa after successful completion of the project</p>	<p>No Objection certificate from the solution provider on its letter head for transferring the Intellectual Property rights</p>		
<p>The solution provider must have a minimum 200 crores of turnover in the last 3 financial years which should also include IT/ITES and should have demonstrable ability to implement a project of this magnitude. Revenue from sale of hardware and other IT products shall not be considered.</p>	<ul style="list-style-type: none"> <li>• Audited Balance sheets and Profit &amp; Loss account statements for each of the last 3 financial years</li> <li>• Statutory Auditor's certificate for turnover from IT services</li> <li>• Certificate from Statutory Auditor for showing net worth</li> <li>• Certificate from Statutory Auditor mentioning that the solution provider is in profit for the last 3 financial yrs.</li> </ul>		
<p>Should have Net Worth as on 31st March 2011 of at least equivalent to the estimated value of the Project</p>	<p>Company Registration certificate</p>		
<p>The solution provider should be a profit making company and should be in existence for the last 5 years</p>	<p>Copy of works order as a proof of being engaged in such services</p>		
<p>The solution provider should have experience in implementation and customization of end-to-end financial transactions and also in Smart Card Based POS terminals</p>	<ul style="list-style-type: none"> <li>• Copy of works order as a proof of being engaged in such services</li> <li>• Letter for the client on its letter head about successful implementation of the</li> </ul>		

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	project of such magnitude		
<p>The company should have experience in implementing at least two similar IT projects of value not less than 10 crores each involving implementation and customization of end-to-end financial transactions, Biometric based POS equipment, along with remote access and data recovery module for effective delivery of G2C services. These similar projects should be successfully completed/or being implemented during last 7 years ending on 31st July 2011</p> <p style="text-align: center;"><b>OR</b></p> <p>The company should have experience in implementing at least three similar IT projects of value not less than 5 crores and above each involving implementation and customization of end-to-end financial transactions, Biometric based POS equipment, along with remote access and data recovery module for effective delivery of G2C services. These similar projects should be successfully completed/or being implemented during last 7 years ending on 31st July 2011</p>	Self certificate signed by authorized signatory		
The solution provider should have strong organizational strength to undertake and execute large projects including hardware, software, networking, disaster recovery, system integration, implementation, etc	Copy of a valid certification		
Solution provider should have valid CMMI Level 3 or higher certified company and ISO 9000:2008	Solvency certificate from any nationalized bank		

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certification for quality process in relevant areas			
Solution provider should provide for a solvency certificate from any nationalized bank for 10 crores	Copy of the PAN card of the solution provider .		
PAN details			