



**Expression of Interest (Eoi) for End to End Computerization of TPDS Operations
in
Arunachal Pradesh**

Eoi No: DFCS/E2E(Comp)/EOI/2015



The Director

Department of Food & Civil Supplies

Govt. of Arunachal Pradesh

Papu Nallah, Naharlagun 791110

Arunachal Pradesh.

Email ID : pmu-dfcs-arn@nic.in

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Naharlagun



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Disclaimer

This Expression of Interest document is being issued by Department of Food & Civil Supplies, Govt. of Arunachal Pradesh (DF&CS, GoAP) as the first step for the implementation of “End to End Computerization of TPDS Operations” Project (hereinafter referred to as “The Project”) in Arunachal Pradesh as per the guidelines of Department of Food & Distribution, Ministry of Consumers Affairs, Govt. of India.

The sole objective of this document is to solicit Expression of Interest (Eoi) from eligible agencies to be short-listed for consideration for a further tender process, wherein a Request for Proposal (RFP) would be issued to the short-listed agencies based on the evaluation of Eoi's, for State level implementation in phased manner of the project. The DF&CS, GoAP reserves the right to reject any or all the applications without assigning any reasons and may go for open tendering process at RFP stage.

While this document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by DF&CS, GoAP or any of their employees, advisors or agents appointed by DF&CS, GoAP as to or in relation to the accuracy or completeness of this document and any liability thereof is hereby expressly disclaimed. **Interested Parties Should carry out their own study/ analysis/ investigation as required before submitting the Eoi.**

The Technical/implementation solution/Functional requirements information provided in this notice for expression of interest is only indicative in all respects. Relevant technical and solution information to be reflected in detailed scope of work, solution architecture, technical specifications, Bill of materials, etc. shall be provided in the RFP to be issued. The agencies shall provide details of all such information in their technical proposal. This document does not constitute an offer or invitation, or solicitation of an offer, nor does this document or anything contained herein, shall form a basis of any contract or commitment whatsoever.

DF&CS, GoAP has the right to continue with these activities, modify the sequence of activities, add new activities or remove some of the activities, as dictated by the best interests of the project.



Important Information

S.No	Information	Details
1	Eoi No. & Date	DFCS/E2E(Comp)/EOI/2015 Dated : 22 nd June 2015
2	Date of Collection of EOI Document	22-06-2015 to 08-07-2015
3	Cost of Eoi Document in form of Treasury Challan to the Head of Account "1456 Civil Supplies" or through Cash from The Directorate of Food & Civil Supplies, GoAP, Naharlagun.	INR 10000
4	Last Date and Time for submission of response of Eoi in Hard copy	08 th July 2015 upto 1200 Hrs.
5	Date and Time of Opening of Responses	08 th July 2015 at 1300 Hrs.
6	Contact Email ID for queries (Only for parties who have purchased the EOI document)	Pmu-dfcs-arn@nic.in
7	Address of Submission of Proposal	The Director Department of Food & Civil Supplies, Govt. of Arunachal Pradesh Papu Nallah, Naharlagun 791110 Arunachal Pradesh



Glossary

TPDS	Targeted Public Distribution System
NFSA	National Food & Security Act 2013
DF&CS, GoAP	Department of Food & Civil Supplies, Govt. of Arunachal Pradesh
DF&PD	Department of Food & Public Distribution
FPS	Fair Price Shop
WSN CUM CC	Wholesale Nominee Cum Carriage Contractor
FCI	Food Corporation of India
SKO	Subsidized Kerosine Oil
APL	Above Poverty Line
BPL	Below Poverty Line
AAY	Antodaya Ann Yojna
Eoi	Expression of Interest
RFP	Request for Proposal
PDS	Public Distribution System
NIC	National Informatics Center
SCOSTA	Smartcard Operating System for Transport Applications
Arun e PDS	Arunachal e Public Distribution System



Purpose of the Expression of Interest

The Department of Food & Civil Supplies, Govt. of Arunachal Pradesh invites Expression of Interest from eligible bidders for End to End computerization of TDPS operations in Arunachal Pradesh as per the guidelines mentioned in this document. The EOI is pre-qualification for shortlisting of bidders. The shortlisted bidders will be invited to submit detailed proposal through Request for Proposal (RFP) document.

The EOI document is available at a cost of Rs. 10,000 (Rupees Ten Thousand only) either on deposit of the amount to the **Head of Account '1456 Civil Supplies' through Treasury Challan** or on payment by cash. The EOI document can be obtained from the Directorate of Food and Civil Supplies, Pappu Nallah, Naharlagun, Arunachal Pradesh 791110 during office hours on all working days from **22/06/2015 to 08/07/2015 and the last date of submission of response to EOI in hard copy is 08/07/2015 up to 1200 hours.**

Targeted Public Distribution System (TPDS) & National Food Security Act (NFSA), 2013

In June 1997, Government of India launched the Targeted Public Distribution System (TPDS) with focus on the poor. TPDS is operated under the joint responsibility of Central Government and State Governments /Union Territory (UT) Administrations. The Central Government is responsible for procurement, allocation and transportation of foodgrains up to the designated depots of the Food Corporation of India (FCI). The operational responsibilities for lifting and distributing the allocated foodgrains within the States/UTs, identification of eligible families, issuance of ration cards to them and supervision over distribution of allocated foodgrains to eligible card holders through the Fair Price Shops (FPSs) are that of the State/UT Governments.

Government has notified the National Food Security Act (NFSA), 2013 on 10th September, 2013 with the objective to provide for food and nutritional security in human life cycle approach, by ensuring access to adequate quantity of quality food at affordable prices to people to live a life with dignity. The Act provides for coverage of upto 75% of the rural population and upto 50% of the urban population for receiving subsidized foodgrains under TPDS, thus covering about two-thirds of the population. Persons belonging to eligible households will be entitled to receive 5 kgs of foodgrains per person per month at



subsidised prices of Rs. 3/2/1 per kg for rice/wheat/coarse grains. The existing Antyodaya Anna Yojana (AAY) households, which constitute the poorest of the poor, will continue to receive 35 kgs of foodgrains per household per month.

Modernization of Targeted Public Distribution System (TPDS) including its end-to-end computerization is a priority area for the Department of Food & Public Distribution (DF&PD). With the enactment of the National Food Security Act (NFSA), 2013, computerisation of TPDS has acquired greater importance.

In view of the above, the DF&PD has prepared a scheme under the 12th FIVE YEAR PLAN (2012-17) for its implementation in all States/UTs on cost sharing basis with state departments. The scheme comprises implementation of two components, namely, Component-I i.e. digitization of beneficiary and other databases, computerisation of supply-chain, setting up of portal & grievance redressal mechanism and Component-II i.e. FPS automation.

Introduction

About Department

Department of Food & Civil Supplies, Govt. of Arunachal Pradesh (DF&CS, GoAP) arranges procurement of PDS items like rice, wheat/atta, levy sugar, iodised salt (procurement not being done now), Kerosene oil, LPG under various Govt. of India schemes under Public Distribution System. They appoint the FPS dealers. Since the state doesn't have state Godowns, the Department appoints Wholesale Nominee Cum Carriage Contractors (WSN CUM CC) for upliftment of commodities from FCI Godowns and delivery of goods to FPSs through various means like Truck Carriage, headloads etc. The Kerosine in the state is delivered through nominated Oil companies to appointed Subsidized Kerosine Oil (SKO) Dealers. Essential commodities are distributed through FPSs to the identified beneficiaries under the following categories: - APL (Above Poverty Line), BPL (Below Poverty Line), AAY (Antyodaya Anna Yojana) and Annapurna. APL families are issued with pink ration cards, BPL families with dark green ration cards, AAY families with yellow ration cards and Annapurna beneficiaries with light green ration cards. The District Food & Civil Supplies Officer is responsible for monitoring the progress of project and resolve any issues relating to allotment and distribution of commodities.



As on January, 2009, 2,19,273 families have been issued with APL cards, 60,771 families with BPL cards and 38,000 families with AAY cards. Sections under BPL (including AAY, who are poorest of the poor amongst BPL families) are provided with special treatment in terms of lower prices. The objectives of the Public Distribution System is to ensure food security and poverty alleviation by making available the essential commodities, specially food grains at an affordable and uniform price at the door steps of the consumers. The DF&CS, GoAP has adopted a Revised Model Citizens Charter issued by the Ministry of Consumer Affairs, Food & Public Distribution, Department of Food & Public Distribution, Govt. of India for effective, hassle free implementation of the TPDS in the state and to enable the eligible citizens to get their entitlements under the TPDS.

In 2012-13, the DF&CS, GoAP had taken initiative to implement the End to End Computerization of TPDS in state and has successfully completed the following tasks under state initiated Arun ePDS project:

1. Stakeholders Data Digitization (FPS – 100%, Godowns – 64%)
2. Partial Digitization of 2,63,882 Rations cards. Identification of few Bogus Ration cards.
3. Online allocation - Partial
4. Setting up Transparency Portal <http://arunfcs.gov.in> (Static in nature providing partial list & records)
5. Grievance Redressal - Toll Free number 1967

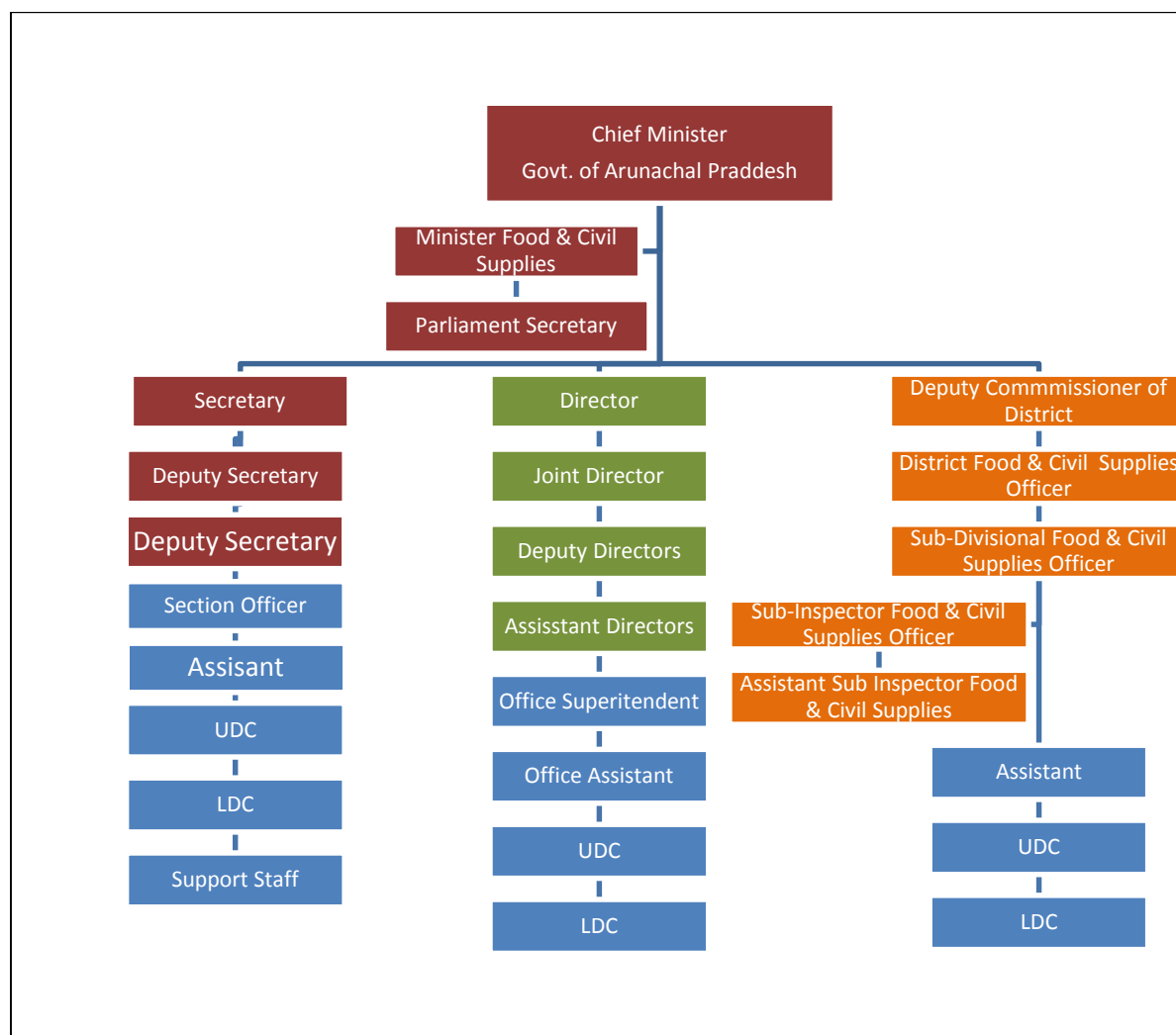
The DF&CS, GoAP envisions completing the project requirement of End to End Computerization of TPDS as laid down by DF&PD, Govt. of India.



Statistics of Arunachal Pradesh

Total Districts	21
Fair Price Shops	1569
FCI & State Godowns	48
BPL Population	2,43,084
APL Population	9,87,527
AAY Population	1,52,000

Organization Structure





Broad Scope of Work

Creation of Master Database of stakeholders

This would help the Department maintain a central repository of all TPDS stakeholders, which can further be used by other applications. Digitisation of stakeholder data involves creation of masters of Districts, Blocks/tehsils, F&CS Offices, FPSs, Godowns / Depots, Card Types, Wholesalers, FPS dealers, etc. using appropriate application software. This master data is a pre-requisite for subsequent digitisation of beneficiary data as it needs to be mapped to the FPSs etc. The master data is also the foundation required to initiate computerization of the supply chain.

Digitization of Ration Cards

This would help Department in preparing correct list of beneficiaries, minimizing inclusion/exclusion errors, determining the category-wise allocations, elimination of bogus/ineligible cards, etc. Ration cards can be digitized through manual data entry, scanning, using other databases such as Aadhaar, National Population Register (NPR), Socio Economic Caste census (SECC), electoral data, etc.

Once a consolidated ration card database is created at State level, the same can facilitate issuance of smart card based ration card, online ration card management for addition, deletion and modification in the ration card records as well as issuance of new ration cards. Selected Agency would adopt workflow based approach for issuance/modification/cancellation of ration cards based on the digitized data, using software developed by them. In Arunachal Pradesh, the state Nodal Agency is undertaking Aadhaar/NPR biometric enrollments. Selected Agency will have to coordinate with them & also adhere to NIC's ration card capture form for digitization.

Computerization of Supply Chain Management

Subsequent to computerization of the supply chain, Department has to maintain correct account of foodgrains allocated and delivered at FPS, ensure efficient and timely delivery of foodgrains to beneficiaries, minimise leakages/diversion of foodgrains and encourage transparency in the system. The activities involve use of ICT tools for tracking of movement of allocated foodgrains at multiple stages i.e.



from FCI godowns to intermediary storage/ distribution points and further to FPSs. Foodgrains receipt and issuance should be entered into the system and thus, stock position of TPDS commodities for all godowns can be created which would be monitored at State level. The Directorate generates District or FPS-wise online allocation orders on the basis of their allocation policy commodity wise, beneficiary data wise. A copy of the order is to be send to FCI through the online system.

For movement of foodgrains from FCI to State Godowns, computerisation covers operations like receipt of payment from State agencies, generation of release order against allocation, generation of truck-challan, gate-pass and capturing the information pertaining to the receipt of goods by State agencies. Information related to foodgrains lifting from FCI should be made available to State agencies through the online application.

As regards movement of foodgrains from State Godowns to FPSs, computerisation involves capture of information relating to receipt of foodgrains from FCI, receiving payment from State agencies/ FPS dealer, issuance at State depot, generation of delivery order, generation of truck-challan, gate-pass and recording the acknowledgement receipt received from FPS dealer.

Using an application module, SMS notifications should also be sent to the FPS dealers/ registered beneficiaries concerned regarding dispatch of commodities and receipt at FPSs.

Issuance of Smart Card & PoS Terminal

Department has planned to replace the paper based ration cards to Smart ration cards for BPL, AAY, APL and Annapurna which will be the part of project. Selected agency should be responsible for Manufacture of Smart Ration cards and supply of PoS cum HHT to FPS / Godowns / Whole sale nominees cum Carriage Contractors

Setting up of Transparency Portal & Grievance Redressal System

This would help State in minimizing inclusion/exclusion errors, elimination of bogus/ ineligible cards, facilitate social audit and ensure that beneficiaries receive their entitlement.

State has to develop their respective transparency web portals, which will have all TPDS related data and information available for public view without restriction on access. The transparency portal would host



information in public domain, such as lists of beneficiaries, FPSs, Storage Godowns / depots, F&CS offices / officers, monthly allocation, actual off-take, etc.

A toll-free helpline number is to be set up by Agency for grievance registration and redressal. The provision of registration, receipt of acknowledgement and tracking of public grievances must also be available on transparency portal and through SMS facility. A dedicated team would be deployed by the Agency for addressing the grievances of the individuals.

Automation of Fair Price Shops

In addition to completion of Component –I, the Department also proposes to initiate Component-II i.e. automation of FPSs in phases.

Setting up State Department Data Center

The DF&CS, GoAP does not have its own data center. The selected Agency shall be required to understand the requirement of department and setup the complete Data Center Infrastructure as required.

Connectivity

The Selected Agency shall also be providing connectivity in various offices including Directorate, District offices, Godowns, etc.

Core Application Software

The Selected Agency shall also be responsible for State Specific design, development and integration of various modules of TPDS with seamless integration with CAS (Common Application Software) developed by NIC for PDS



Pre-Qualification Criteria

S.No	Eligibility	Supporting Documents
1	<p>The Prime Participating Agency must be have a legal entity registered in India under the Company Act 1956 and must have a Registered Office in India. The company should have been operational in India for at least last 5 financial years.</p> <p>OR</p> <p>The Participating Agency can be a group company and it can form Consortium with up to one entity. The Prime Participating agency should have been operational in India for at least last 5 years.</p> <p>And</p> <p>At least one member of the consortium should be a company registered in Arunachal Pradesh. The Prime Participant would need to submit an agreement with the other member of consortium for the contract clearly indicating diversion of work and their relation.</p>	<p>Company Incorporation Certificate</p> <p>In case of Consortium, Company Incorporation & Legally signed consortium agreement.</p>
2	<p>The Prime Agency should be ISO 9001:2008 certified for System Integration/Software Deployment/eGovernance/ Smartcard manufacturing.</p>	<p>Valid Copy of the ISO certificate.</p>
3	<p>The Prime Agency should have an Annual turnover of over at least INR 75 Cr EACH_in last 3 FY's (2014-15, 2013-14, 2012-13).Out of which at least INR 15 Cr EACH should be from System Integration/ Smartcards/Software Development.</p>	<p>Copy of Audited Balance sheet from Last 3 years & Auditor Certificate for Turn over compliance.</p>
4	<p>The Prime Bidder or its group companies should be a CMMi Level 3 Certified or above company or Should be in the process of acquiring the same or should have an in house software practice or should have obtained QCI accreditation for any of the Govt. Project.</p>	<p>Documents to be furnished</p>



5	The Prime Bidder should have successfully completed at least One IT related project for any Govt. Entity requiring creation of large citizen database, Issuance of Identity cards, Systems & Software of Value no less than INR 50 Cr. (In case of Multinational, experience of parent company can be considered)	Copy of the Award of Contract/ Satisfactory Letter mentioning scope of Work and Order value.
6	The Prime Bidder should be a Manufacturer of 64K SCOSTA certified smartcards for e Gov. applications and must have supplied a minimum 5,00,000 SCOSTA smart cards with color photo personalization during the last four years for Government projects in India.	Copy of NIC certificate / related documents
7	The Prime Agency should have supplied atleast 500,000 SCOSTA certified smartcards to any Govt. of India entity in last 3 FY's (2014-15, 2013-14, 2012-13).	Copy of Award of Contract
8	The Prime Bidder should have at least 3 years in system Integration projects experience and must have implemented at least 1 turnkey system Integration project as a Prime bidder or as a sole bidder including smart cards.	Order copy / related proof of documents
9	The Prime bidder (Or its Group Company) should desirably be a security printing company and it should have printed High Value security instruments (Credit Cards/Debit Crads/Negotiable Instruments) for any Govt organizations or Banking or any other related institutions.	Copy of the Award of Contract/ Satisfactory Letter mentioning scope of Work and Order value. Details of any other work of similar nature
10	The Prime Bidder should have completed or under implementation at least One IT Project with any Government departments in state / UT in INDIA preferably Food & Civil Supplies Department. Completion of one successful project related to issuance of cards to Govt. in North East preferably Arunachal Pradesh is desirable.	Copy of the Award of Contract/ Satisfactory Letter mentioning scope of Work. Work Order / Reference certificate



11	The Bidder should have experience as a system integrator for a Government project which includes software application development, Web application development and deployment, Point of Sale (PoS) device application software development which includes supply of at least 500 Handheld PoS devices with Fingerprint readers and GSM / GPRS connectivity, Support and software updation.	Order copy / reference certificate / related proof of documents
12	The Prime Agency should not be black listed by any Central Govt./State Govt./PSU's in INDIA. The Prime Agency should also not be involved in any litigation, arbitration or proceedings with any Govt. body in the State.	Annexure A
13	The Prime Bidder should have average 200 people on payroll since last 3 FY (2014-15, 2013-14,2012-13)	Declaration from the HR.
14	Project Understanding Document based on Functional Requirements.	A brief Technical Solution Document (Design, Architecture, Implementation and Services)
15	The Prime Bidder its group companies or its consortium partner can NOT be involved in any IT, ICT or ITeS related Consulting Project (DPR/SRS etc.) awarded by State Departments, State IT Department or State NIC by Govt. of Arunachal Pradesh.	Annexure A.

Deviations if any to be clearly mentioned.



General Instruction to Agencies

1. There will be no Pre Bid meeting for the EoI. The agencies who have purchased the EOI can submit their queries related to EOI by 30th June 2015 by email at **pmu-dfcs-arn@nic.in**. No Queries relating to Detail Scope of work, payment terms and Award of Project will be entertained. The prospective bidders should undertake their own study of the present system before submitting the EoI.
2. The changes in the EoI document if any shall be notified in the State Govt. website <http://www.arunfcs.gov.in/>. The Agency is advised to submit the EOI in a sealed envelope with clearly mentioning the Title of EoI, Addressed to, and Agency Name & Contact details on top of the Envelope. Any Bid found late submission, open or incomplete or without Fees shall be rejected without any notice.
3. The DF&CS, GoAP has constituted a proposal evaluation committee to evaluate the response of Participants. The decision of the Proposal Evaluation Committee in the evaluation shall be final. Any attempt by any agency to influence the EoI response evaluation process may result in rejection of the agency's response.
4. The Department can seek clarification with the Agency on its submitted documents.
5. The response document should include the EoI Fee in desired format.
6. The Selected Agencies shall be notified of their selection through Email/Letter by Post etc and will be given the Request for Proposal Document. The Selection does not guarantee award of work at the EoI evaluation stage.
7. All the pages of EoI response document should be numbered, signed by the Authorized signatory. A copy of power of attorney is desired for authorized signatory.
8. ALL the annexure documents, undertakings should be on Company Letter head and signed by Authorized signatory.
9. At any point during the EoI process & evaluation, Department reserves the right to amend, delay, cancel the EoI and call for fresh response submission without any reason.
10. Formation of Consortium if any is allowed at the EoI stage, however no change will be entertained post submission of responses.
11. The actual project implementation will be in phased manner.



Annexures

A. Undertaking Letter

(To be submitted on Letter head of the agency)

{Location, Date}

To,

The Director (Food & Civil Supplies)
Department of Food & Civil Supplies
Govt. of Arunachal Pradesh
Papu Nallah, Naharlagun 791110
Arunachal Pradesh

Ref: EoI dated No.....

Subject: Submission of proposal in response to the EoI for **“End to End Computerization of TPDS Operations in Arunachal Pradesh”**

Dear Sir,

Having examined the EoI document, we, the undersigned, herewith submit our proposal in response to your EoI Notification date for **“End to End Computerization of TPDS Operations in Arunachal Pradesh”**.

We have read the provisions of the EoI document and confirm that we accept these. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.

1. We agree to abide by this proposal, consisting of this letter, the detailed response to the EoI and all attachments.



2. We would like to declare that we are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment, and we are not under a declaration of ineligibility for corrupt or fraudulent practices.
3. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this EoI.
4. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.
5. We understand you are not bound to shortlist/accept any or all the proposals you receive.
6. We hereby declare that we qualify and fulfil all the eligibility criteria mentioned in the EoI.
7. We declare that we or any of our group company or consortium is not acting as consultant related to IT / ICT /ITeS to any Govt. Department specifically DIT (State Council for IT) and NIC in the state of Arunachal Pradesh.
8. We declare that our company/subsidiary is not blacklisted by any Govt. undertaking for any reason.
9. We declare that neither our company nor any of our group companies/subsidiaries is currently involved in any Legal proceedings/Arbitration with any Govt. Undertaking or Department in the State of Arunachal Pradesh

We hereby declare that our proposal submitted in response to this EoI is made in good faith, and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

[Authorized Signature]

Name

Title

Signature

Date and Stamp of the Signatory



B. Company Profile

S. No	Information	Details & Enclosure Compliance
1	Name of responding agency:	
2	Address of responding agency:	
3	Name, Designation and Address of the contact person to whom all references shall be made regarding this EoI:	
4	Telephone number of contact person:	
5	Mobile number of contact person:	
6	Fax number of contact person:	
7	E-mail address of contact person:	
8	Status of Firm/ Company (Public Ltd., Pvt. Ltd., etc.)	
9	Company Registration Certificate (Enclose Certificate)	
10	SEI CMMI Level/ ISO status/ (Enclose Certificates or Doc.)	
13	No of Professionals on roll.	HR Letter



C. Financials

S.No	Financial Year	Turn Over(Figures in Crores)
1	2014-2015	
2	2013-2014	
3	2012-2013	

Duly signed by CA/Auditor of the firm/ Head of Finance along with copy of signed Balance sheet.

	FY 12-13	FY 13-14	FY 14-15
Revenue from System Integration/ Smartcards/ Software Development of over 50 Crore.			

Duly signed by CA/Auditor of the firm/ Head of Finance along with copy of signed Balance sheet.

(To be submitted by the Agency)



D. Project Experience

Assignment name:	Approx. Value of Services
Location:	Duration of assignment (months):
Name of Client:	Total No. of Beneficiary from the system:
Client Contact Person, Title/Designation, Tel. No./Address:	Total No of client end users
Start date (month/year): Completion date (month/year):	No. of professional staff-months provided by your firm/organization for the proposed Solution:
Description of Project:	
Description of Actual Services provided including IT Automation application modules Implemented, bolt in application , third party module Integrated:	

Note: Each work experience shall be enclosed with work order/completion certificate /Substantial completion certificate. Each citation along with work orders would be evaluated for necessary compliance to meet the eligibility criteria.



E. Technical Solution Document

The approach and methodology will be detailed precisely under the following topics:

- Project execution methodology including project phasing
- Solution Design
- Implementation & Deployment methodology
- Support methodology including help desk
- Training approach
- Manpower Planning

Note: The approach and methodology should be precise and relevant to the assignment.