

Corrigendum

Tender No. 2021 FCSCA 70380 1

Selection of an implementing agency for Personalization and Supply of Smart Ration Cards

| Sr. No | Page No. & Clause No. | Clause as per Tender Document | Amendment / clarification |
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| 1. | Section 5: Eligibility Criteria, Page No. 13, Point 4 | The bidder must be the manufacturer of Smart Cards (including bar codes, QR Code or Magnetic Tape or Chip) for last 3 (Three) Financial Years i.e. from FY 2018-19 to FY 2020-21. | Clause is amended as : The bidder must be the manufacturer/supplier/issuer of Smart Cards (including bar codes or QR Code or Magnetic Tape or Chip) for last 3 (Three) Financial Years i.e. from FY 2018-19 to FY 2020-21.” |
| 2. | Section 5: Eligibility Criteria, Page No. 14, Point 7 | The Bidder must have an average annual Turnover of at least Rupees 20 Crores during 3 Financial Year immediately preceding the bid due date (in case the audited Financial Statement is available for FY 2020-21, the average Turnover for 3 years from 2018-2019 to 2020-21 shall be considered, otherwise the turnover for 3 financial year from 2017-18 to 2019-20 shall be considered). which Should be from manufacturing and supply of printing of smart card and/or in security printing business only. | Clause will be as per RFP Further clarification regarding KMS: The data of the beneficiaries to be written in the chip will be in encrypted form and will be locked once the data is written in it, for any changes a fresh card will be issued. |

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| 3. | Section 5: Eligibility Criteria-Page No 14, Point 11 | The bidder must possess IBA and MasterCard/ Visa/ RuPay Certification for secure card manufacturing process | Clause is amended as : The bidder must possess MasterCard/ Visa/ RuPay Certification for secure card manufacturing process |
| 4. | Section 5: Eligibility Criteria-Page No 15, Point 16 | The Bidder has to submit The NABL accredited Test Lab report as per the Technical specifications of the card mentioned in section 6.1 (e) of this document alongwith the Technical Bid. The laboratory should have a valid NABL accreditation which can be verified online. | Clause is amended as : The bidder has to submit the sample cards of the projects completed/ under going within the last 3 financial years FY 2018-2019, FY 2019-2020, FY 2020-2021 alongwith Lab Test report. |
| 5. | Section 6: Term of Reference-Page No 17, Point 6.1 (g) | Smart Card OS should be certified to SCOSTA, including all addendums and errata or compliant to SCOSTA, including all addendums and errata with contact interface communication. | Clause will be as per RFP Further clarification: The card will be 64k SCOASTA Contact chip. |
| 6. | Section 6: Term of Reference-Page No 18-19, Point 6.2 | To deliver approximately 7 lakh personalized cards during the contract period for whole state. Also provision for an additional cards on the same rate quoted in the proposal, for ongoing maintenance related activity during the contract period. | Clause will be as per RFP Further clarification: The L1 vendor will be intimated and has to deliver the Smart Ration Cards at District Offices. Cards will not be printed in single lot, the data of cards to be printed will be given in batches as per the confirmation received from the districts, so MOQ can't be defined. After sharing the data, the Cards has to be delivered in SIX weeks at |

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| | | | <p>the district offices.</p> <p>The office of District Food Supply and Controller (DFSC), will be the Designated place in each district to deliver the Smart Ration Cards. The quantity breakup will be shared with the L1 vendor.</p> |
| 7. | <p>Section 6: Term of Reference-Page No 19, Point 6.2 (e)</p> | <p>For bulk card personalization : Department will be giving the fields for the card; however, successful bidder has to ensure proper printing as the approved design and delivery at the all the delivery locations as mentioned in the RFP</p> | <p>Clause will be as per RFP</p> <p>Further clarification:</p> <p>The data of the beneficiaries will in multiple batches as and when received from the Districts.</p> <p>The Turn Around Time for each dispatch after receiving the data will be 6 weeks.</p> |
| 8. | <p>Section 6: Term of Reference-Page No 19-20, Point 6.4</p> | <p>Beneficiary will have to inform the Local Food supply office from where the letter/email will be sent to the Successful Bidder email address with a copy to Head Office. Successful bidder has to ensure the delivery of the new card at the same office from where the email is received within 10 business days from the day email is received.</p> <p>On delivery of the new card, successful bidder can collect the amount of the card from the Food Supply Office where the card is delivered.</p> | <p>Clause will be as per RFP</p> <p>Further clarification:</p> <p>The Cards damaged in the transit or are being delivered as damaged (broken, not readable, wrongly printed) or stops working during the SLA period will not be considered as additional Cards, whereas the cards that have been lost/broken by the beneficiaries after successful transactions will be considered as additional cards.</p> |
| 9. | <p>Section 7: Payment</p> | <p>Successful delivery of Smart Ration cards in districts - the</p> | <p>Clause will be as per RFP</p> <p>Further clarification:</p> |

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| | <p>schedule and deliverable- Page No 21</p> | <p>payment will be released post acceptance sign off by all the respective DFSCs.</p> | <p>The payment for all the Smart Ration Cards successfully delivered in the districts will be made centrally from head office as per the payment terms defined.</p> |
| <p>10. Section 7: Payment schedule and deliverable- Page No 21</p> | | <p>1. Successful delivery of Smart Ration cards in districts - the payment will be released post acceptance sign off by all the respective DFSCs. Complete delivery report (mentioning the number of cards) and sign submitted by successful bidder to the purchaser and receiving of lab test report from NABL accredited labs for which the purchaser will share the sample from LIVE cards. (80% of the cost of project value)</p> <p>2. After the receipt of reports from all the DFSCs in the State mentioning that minimum of 2000 Smart Ration Cards (from newly distributed cards) have been checked on ePOS devices and are Operational. (20% of the project value)</p> | <p>Clause is amended as :</p> <p>1. Successful delivery of Smart Ration cards in districts - the payment will be released post acceptance signed by all the respective DFSCs. Complete delivery report (mentioning the number of cards) along with the successful operational report from the concerned DFSCs of minimum of 20% of the cards (tested on ePoS devices) received in the batch and sign submitted by successful bidder to the purchaser and receiving of lab test report from NABL accredited labs for which the purchaser will share the sample from LIVE cards. (80% of the cost of Smart Ration Card batch quantity)</p> <p>After the completion of the assignment. Balance of 20% payment will be released to the successful bidder.</p> |
| <p>10. Section 10: Instructions to bidders-Page No 31, Point 10.15</p> | | <p>Bidder shall bear all the taxes and duties etc. levied or imposed under the Contract including but not limited to GST, Sales Tax, customs duty, excise duty, Octroi, Service</p> | <p>Clause will be as per RFP</p> <p>Further clarification:</p> <p>The rates to be quoted by the bidders will be including GST and any other taxes levied till received</p> |

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| | | Tax, Income Tax levied under Indian Income Tax Act- 1961 or any amendment thereof up to the date for submission of final price bid, | at DFSC offices. |
| 11. | Section 11: Award of Contract-Page No 33, Point 11.6 (1) | The Successful bidder needs to obtain Approval from Purchaser after every deliverable. Following this, the Successful bidder shall submit invoice to Purchaser along with successful certificate. | Clause will be as per RFP Further clarification: The L1 vendor has to submit as certificate signed by District Food Supply Controller (DFSC) for the number of cards received. |
| 12. | Section 12: General Contract Conditions- Page No 34, Point 12.3 | The smart card charges quoted in the commercial bid shall be inclusive of all statutory duties & taxes. The prices shall remain valid for the complete contractual period. No upward revision in prices will be accepted after opening of the bids and during the validity of the contract. However, the “Successful Bidder” will pass on the benefit of any downward revision in the prices to the Purchaser. Such downward revision in prices (or a better price offer by the Successful bidder) must be intimated to the Purchaser in writing. Such downward revision in prices shall be in proportion (or higher) to decrease in the publicly declared rates of the | Clause will be as per RFP Further clarification: No fresh bid will take place during the term, in case the price goes downward, that it will be between L1 vendor and the Department. |

Successful Bidder or its sub-contractors/ partners/ vendors. Purchaser will validate the downward revision of prices and notify the new prices to the successful bidder. The revised prices, once notified by Purchaser, shall apply for all in-force and subsequent work orders. All invoices of in-force work orders too shall make immediate reference to the revised rates from the date on which the Successful bidder intimates the Purchaser. Tender document for Selection of Implementing agency for personalization and supply of Smart Ration Cards in the State of Punjab. Tender document for Selection of Implementing agency for personalization and supply of Smart

Ration Cards in the State of Punjab. In case it comes to the notice of the Purchaser that there has been a significant decrease in prices in the market, the Purchaser may request the concerned "Successful Bidder", to revise the prices accordingly. Once the contract is awarded, successful bidder will have to

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| | | provide the complete breakup of the price separately for the price quoted for supply and personalization of Smart ration card as per this RFP. | |
| 13 | Section 12: General Contract Conditions- Page No 35-36, Point 12.5.1 | In the event the Purchaser terminates the Contract in whole or in part for the breaches attributable to the Successful Bidder, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and the Successful Bidder shall be liable to the Purchaser for any increase in cost for such similar Services. However, the Successful Bidder shall continue performance of the Contract to the extent not terminated. | Clause will be as per RFP Further clarification: As per the decision of the Purchaser. |
| 14. | Section 13: Reporting of Issues-Page No 42, Point 13 | The Helpdesk or the representatives should be available during the normal business hours i.e. 10 am to 6 pm during all working days of the week. The Helpdesk operators/ Bidder representatives would have to perform various activities including: Understanding the query/issue in the reported | Clause will be as per RFP Further clarification: Languages required at helpdesk will be Hindi, English and Punjabi. |

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| | | <p>request. Query could be related to the following:</p> <ul style="list-style-type: none"> • Technical Issue • Mismanagement • Non availability of the material • Required Representatives not available on the field at the time of the distribution of cards etc. | |
| 15. | <p>Section 14: Service Level Agreement- Page No 43, Point 14</p> | <p>The successful Bidder needs to deliver 100% Smart Ration Cards within 6 weeks from the date of sharing the data.</p> | <p>Clause will be as per RFP</p> <p>Further clarification:</p> <p>For each batch the data shared, has to be delivered all in one go, partial delivery after six weeks after sharing the data will come under penalty clause.</p> |
| 16. | <p>Section 14: Service Level Agreement- Page No 43, Point 14.1</p> | <p>The successful Bidder needs to resolve/address the issues post delivery of every milestone or as and when it comes.</p> | <p>Clause is amended as :</p> <p>PENALITIES</p> <p>1. Fresh Delivery</p> <p>The Successful bidder needs to deliver 100% Smart Ration Cards with in 6 weeks from the date of Sharing the data.</p> <ul style="list-style-type: none"> ● Penalty to be levied for delay after 6 weeks will 1% for the cost of batch/balance quantity of the batch, after every 24 hours it will be additional 1% of the cost of batch/balance quantity of the batch. ● A letter of warning will be |

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| | | | <p>issued to the vendor after one week (6 + 1 week), if not delivered the batch/balance quantity of the batch of Smart Ration Cards.</p> <p>2. Post-Delivery</p> <p>The successful bidder needs to resolve/address the issues post-delivery with in 10 business days from the reporting date.</p> <ul style="list-style-type: none"> ● Penalty to be levied for delay after 10 business days will 1% for the cost of batch, after every 24 hours then it will be additional 1% of cost of batch. ● A letter of warning will be issued to the vendor after one week (10 days + 1 week) , if complaint not resolved. |
| 17. | General | General clarification | <p>Clarification :</p> <ol style="list-style-type: none"> 1. The artwork will be shared to the L1 vendor 2. The cards will be contact chip card with 64K SCOSTA compliance. 3. The personalized card include only static photo of worthy CM of State of Punjab on the front side only. |

The other term and condition of the tender document will remain same.

08-09-2021

Director

**Department of Food, Civil Supplies and Consumer Affairs
Govt. of Punjab**