

Response to Pre-Bid Queries**Date : 26-03-2024**

(Tender Reference No : CO:DIT:PUR:2023-24:398 - Request for Proposal (Bid) Document for Supply of STQC certified Biometric Finger Print Capture L1 Devices with 3 Years RD Services at Bank/RRB's Branches/Offices dated :11-03-2024

In reference to the above RFP, Some bidders have raised queries. These queries were clarified to the bidders during the meeting held on 19-03-2024. Accordingly, response to the queries are as under along with Corrigendum.

Sr. No.	Page No.	Point / Section No.	Query Raised by Bidders	Reply to Query
1	9	2. Eligibility Criteria Bidder should have experience of having supplied & implemented or under-implementation STQC certified Biometric Finger Print Capture L1 Devices with RD Services in at least one Scheduled Commercial Bank having minimum 1000 branches.	Looking forward to the asked supply experience of STQC Certified Biometric Finger Printer Capture L1 devices which is asked in eligibility criteria specially from Commercial Bank having 1000 braches, we would like to raise our submission as following. So far in commercial bank very few such supply with L1 device executed by bidder / OEM. This term is restricting eligible bidder who have supply experience with L0 devices in other segments like Govt. organisations, PSUs.	Refer to Corrigendum-1

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			<p>We request to consider STQC Certified Biometric Finger Print Capture L0/L1 devices supplied along with mobile terminal/ePoS/Hand Held devices to any commercial bank / Govt. Organisations / PSUs for wider participation in this prestigious bid.</p> <p>Or</p> <p>Request to modify this clause with following "</p> <p>Bidder / OEM should have experience of having supplied & implemented or under-implementation STQC certified Biometric Finger Print Capture L1 Devices with RD Services in at least one Scheduled Commercial Bank having minimum 1000 branches.</p> <p>It will help department to get wider participation by maximum eligible bidders.</p>	
2	18	<p>SYSTEM AVAILABILITY - Applicable for Management Server</p> <p>9. The successful bidder to provide on-site warranty (2 year) support on all days (24X7X365) for period of contract for the devices supplied.</p>	<p>We request to change on-site warranty (2 Year) support during working hours of bank except the bank holidays.</p>	Refer to Corrigendum-1

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3	31	<p>20. General Terms Payment Terms -> Payment Milestone</p> <p>10% - On completion of Warranty Period OR after submission of additional performance bank guarantee with validity of Warranty period plus 3 months in the format as specified.</p>	<p>We request to remove this milestone & release 80% payment against delivery as bidder is already submitting 10% of PBG for the duration of 42 months (3 years for project period + 06 months for claim period)</p> <p>It is very much difficult for bidder to block 10% payment + submission of 10% performance bank guarantee for the period of 3 year.</p> <p>Hence we request to kindly remove the same and pay 80% of total contract value against delivery of devices.</p>	No Change - Please abide by RFP Clause
4	8	<p>2. Eligibility Criteria: Make in India preference clause, Non-Class 1 and Non-Class 2 bidders are also eligible to participate. In case bids are received from Class-1 or Class-2 local suppliers, purchase preference will be given to such bidders in-line with Government of India guidelines. If Class-1 and Class-2 Bidders are not available, other bidders will be considered. For further details, Please refer Make In India Clause of General Terms.</p>	<p>As per the Public Procurement (Preference to Make in India) [PPP-MII] Order 2017 issued by the Department for Promotion of Industry and Internal Trade (DPIIT), and subsequent revisions, self-declaration suffices for contracts with a Total Contract Value of less than 10 crores. Hence, we request the bank to accept the self-declaration in lieu of obtaining a Make in India certificate from the CA, as specified in the government-issued guidelines.</p>	Refer to Corrigendum-1
5	11	<p>7.2 Broad Scope of Work A. Broad Scope 2. The devices should meet STQC/UIDAI specifications of Registered Devices and should have 'Level 1' UIDAI RD Certification from STQC / UIDAI and ability to detect live fingerprints (anti-spoof device).</p>	<p>Advance level of live finger detection is not possible in L1 devices as the template are encrypted within device with UIDAI keys. Request you to remove requirement to detect Live Fingerprints (anti-spoof device) detection.</p>	No Change - Please abide by RFP Clause

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6	11	7.2 Broad Scope of Work A. Broad Scope 7. During the contract period, the vendor is required to upgrade/modify the devices (already supplied / to be supplied) from time to time as and when required by the Bank/NPCI/UIDAI/STQC or any other regulatory authority, without any cost to the Bank	Please note L1 devices hardware cannot be upgraded due to security guidelines of UIDAI. Request you to remove the clause to upgrade the hardware for these devices.	Refer to Corrigendum-1
7	12	7.2 Broad Scope of Work A. Broad Scope 11. The devices should be supplied with 2 years warranty.	Kindly confirm the warranty requested for the bid (2 year or 3 year) as the Bid talks of 2 years in warranty and 3 years in RD service. We suggest the Bank to go with 3 years warranty with 3 years Rd service.	No Change- Please abide by the RFP Clause
8	12	7.2 Broad Scope of Work B. Guidelines for Image Acquisition and Verification • The Biometric Device driver should be API enabled to ensure compatibility with any application.	Kindly confirm the use of the device. Does the Bank want to use it for non-aadhar use case?	No Change- Please abide by the RFP Clause
9	16	8. Training and Documentation ...This should include a handbook about maintenance, management and housekeeping which shall be guiding document to Bank and its System Integrators.	The device will be plug and play once bank has installed the corresponding RD service for the device and doesn't require any maintenance. Hence, we request you to remove the requirement of providing a handbook about maintenance, management and housekeeping.	Refer to Corrigendum- 1
10	17	11. Service Level Agreement SYSTEM AVAILABILITY - Applicable for Management Server 9. The successful bidder to provide on-site warranty (2 year) support on all days (24X7X365) for period of contract for the devices supplied.	The biometric devices are secured and cannot be opened on field or service center and have to be brought to factory. Hence, we request you to remove the requirement of onsite support.	Refer to Corrigendum-1

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11	17	11. Service Level Agreement SYSTEM AVAILABILITY - Applicable for Management Server 9. The successful bidder to provide on-site warranty (2 year) support on all days (24X7X365) for period of contract for the devices supplied.	We propose adjusting the support coverage to align with the bank's working hours. This will ensure effective utilization of resources while still providing adequate support during critical hours.	Refer to Corrigendum-1
12	30	Commercial Evaluation Criteria	We propose splitting the device requirement among L1 and L2 bidders to ensure high availability for Bank.	No change, Please abide by RFP clause
13	12	12. Successful bidder has to complete the PoC (Proof of Concept) of device integration with Bank Application within 3 weeks from the date of acceptance of Purchase Order.	We request bank to consider the POC as part of technical evaluation.	No change, Please abide by RFP clause
14	NA	Device durability	As the devices will be used on field, to ensure durability, shock, abrasion and water resistance, Kindly include IP65 in the clause.	No change, Please abide by RFP clause
15	30	Payment Terms	Request Bank to consider making the payment within 30 days from the date of invoice.	No change, Please abide by RFP clause
16	NA	Bid End Date	Kindly provide extension of 2 weeks post pre bid queries response to submit the bid.	No change, Please abide by RFP clause
17	10	4.1 The PBG shall be submitted within 21 days of the PO acceptance by the Successful Bidder.	Can the period for submission of PBG be extended to 30 days?	No change, Please abide by RFP clause
18	16	10 (7) The performance of the selected bidder shall be reviewed every quarter and the Bank reserves the right to terminate the contract at its sole discretion by giving one month notice without assigning any reasons thereof	Request to revise the termination for convenience period to more than 30 days	No change, Please abide by RFP clause
19	17	11. In case any physical part of devices goes faulty during the project period, the successful bidder has to ensure that the replacement of the faulty part is completed within 48 hours from the time the case is reported.	Request to revise the timelines for replacement to 3 working days excluding transit.	Refer to Corrigendum-1

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20	41	33 (e) Any such audit shall be conducted expeditiously, efficiently, and at reasonable business hours after giving due notice to the Bidder which shall not be less than 10 days.	Can the notice period for conducting inspection and audit be revised to more than 10 days.	No change, Please abide by RFP clause
21	39	29 Assignment	Does the bidder have assignment rights? Please clarify.	No change, Please abide by RFP clause
22	44	37 Exit Option & Contract Re-Negotiation	Clarity required on payment continuity for accepted products along with payment towards disputed amounts.	No change, Please abide by RFP clause

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