

**RFP Reference: BCC:IT:PROC:115:06 dated 22nd March 2023**  
**RFP for Empanelment of vendors for supply of Computer Hardware, Anti-Virus Software and Peripherals for FY 2023-24**

**Pre-Bid Responses/ Clarifications to Queries raised by the Bidders**

Sr. No.	Clause as per RFP	Description of Query/ Clarification sought by Bidders	Bank's Response
1	Bidder/OEM must be in Business of providing Biometric Devices including implementation at least for last 5 years (as on RFP date).	Kindly consider this criteria of having implementation at least for 2 years.	Refer Addendum 1.
2	Bidder must have registered an average turnover of Rs. 50 Crore or above (from Indian operations only) during the last three completed financial years – 2019-20, 2020-21 and 2021-22 (Not inclusive of the turnover of associate companies). OR The below clause is applicable for Bidders who fall under the category of Micro & Small Enterprise (MSEs) or Start-ups (Necessary valid documentary proof certifying the bidder as an MSE or a Start-up needs to be submitted by the bidder) Bidder must have registered an average turnover of Rs. 20 Crore or above (from Indian operations only) during the last three completed financial years – 2019-20, 2020-21 and 2021-22 (Not inclusive of the turnover of associate companies).	Please consider 25 Cr Turnover (from Indian operations only) during the last three completed financial years – 2019-20, 2020-21 and 2021-22 (Not inclusive of the turnover of associate companies).  Considering the project scope & deliverables, the bidder's experience on financial turnover should be increased for atleast for 200 crore for last 3 Financial year, to have the sound financial support for the project deployment and services. Request bank to consider the same and amend the clause accordingly.	No Change
3	The Bidder should be the Original Equipment Manufacturer (OEM) or their highest level partner for supply, installation & support under the proposed product category in India for past three years (from RFP date).	Please relax this clause. Please consider as registered partner. The Bidder should be the Original Equipment Manufacturer (OEM) or their authorized partner for supply, installation & support under the proposed product category in India for past three years (from RFP date). Please consider registered partner for 3 years	Refer Addendum 1.
4	The biometric devices should preferably have firmware-level encryption and ability to detect live finger (and it should be able to reject gummy/fake fingerprints) & De-duplication of finger printer.	Advance level of fake finger detection is not possible in L1 devices as the template are encrypted within device with UIDAI keys. Request you to remove requirement of Fake Finger detection.	No Change
5	Experience & Support Infrastructure Bidder/OEM should have successfully delivered & installed the proposed make Biometric device in at least -1- Public Sector Bank / Commercial Bank / Financial Institution / Government Organization / Public Sector Undertaking (PSU) in India in last three years. Bidder should have supplied minimum 5,000 L1 biometric devices in last 2 Years in India.	L1 devices are new products and most of the bidder will have experience on L0. Request to consider the experience on L0/L1 devices. 3 PO's of L1 device not possible, please consider the experience of L0 device. As the L1 devices are newly launched by UIDAI, bidder don't have large reference for same. Request bank to consider the bidder has supplied minimum 5,000 biometric device in last 2 years in India. We would like to inform the bank that L1 devices are been introduced in recent times and the same is under the testing and integration with various bank's and entities. Considering the same we request bank to amend the supplied devices clause to L0 instead of L1. Kindly consider the same and amend the clause accordingly. Kindly also consider experience for the supply of biometric devices to private organisations in last 2 years in India. Request Bank to consider this clause with L0 supply count as L1 being introduced in recent times which is still under integration phase with many customer. L1 Device has been launched in 2023 so providing experience for the same is not possible, request you to please relax this clause to L0 device. L1 device rollout has been started in year 2023 by regulator hence the clause of providing PO for last 3 years should be removed, also change the clause of supplying 5000 L1 Device by the bidder and keep only biometric Device, it can be L1 or L0.	Refer Addendum 1.
6	Bidder should have direct support offices in the Cities where Bank's Zonal Offices exists and technically qualified Engineers who have expertise in support and installations of the proposed product. Bidder should provide onsite support in Bank's Branches / Offices wherever required and technically qualified Engineers who have expertise in support and installations of the proposed product.	Since the replacement is done from central location of all the biometric OEM's please remove this clause. The device will be plug and play once bank has installed the corresponding RD service for the device. Hence, it does not require any installation. Also as these devices cannot be repaired on field, request you to remove the requirement of onsite support. Please consider Direct offices or its partners for providing services. Please consider Bidder or its franchisee should have direct support offices in the Cities where Bank's Zonal Offices exists and technically qualified Engineers who have expertise in support and installations of the proposed product. Bidder should provide onsite support in Bank's Branches / Offices wherever required and technically qualified Engineers who have expertise in support and installations of the proposed product.	Refer Addendum 1.
7	Biometric devices should be delivered within 6 weeks from the date of purchase order.	Considering L1 as new device, request bank to extend the delivery to 6 - 8 weeks from the date of purchase order.	No Change
8	Bidder will have to upgrade the Hardware/ Software (in case of requirement) during warranty period at no cost to Bank. Patch updation, security patch updates etc. to be done (as and when required) preferably quarterly / half yearly in coordination with the Bank / MSP team.	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.	No Change
9	Warranty should cover the following: a) The equipment should be attended within four hours of receipt of complaint (exclusive of travelling time). In case problems persist, systems should be replaced within 24 hours of receiving complaint and alternate system should be given till machine is repaired. The replaced equipment should be installed by the vendor at no extra cost to the Bank, so that normal job of the Bank may not get hampered Annexure 12-Service Levels Agreement (SLA)- SLA 48 Hours	The biometric devices are secured and cannot be opened on field or service center and have to be brought to factory. Hence we request bank to send the defective devices to our bidder office and bidder can send the working device back to bank location. Bidder can dispatch the repaired device within 48 hours.	No Change
10	3.3.4 If any Tax authorities of any state, including, Local authorities like Corporation, Municipality etc. or any Government authority or Statutory or autonomous or such other authority imposes any tax, charge or levy or any cess / charge other than GST and if the Bank has to pay the same for any of the items or supplies made here under by the bidder, for any reason including the delay or failure or inability of the bidder to make payment for the same, the Bank has to be reimbursed such amounts paid, on being intimated to the Bidder along with the documentary evidence	Bidder cannot identify any future tax that can levied by authorities. We request bank to consider the same on actuals and remove the clause.	No Change
11	The supplier must provide the Driver SW along with the SDK/API, to facilitate integration of the device Driver SW in a secured manner with the Bank's back-end Server side SDK	As the device will be used for Aadhar use case, hence only RD service is required by bank. Kindly clarify the same.	No Change
12	The equipment should be compatible for use with USB port of Desktop Computers. And for use with Micro USB port of Tablets, Smartphone Devices.	Kindly confirm the use of the device and the connector required. As per our understanding the device will be used with smart phone devices and will require TYPE C port.	The equipment should be compatible for use with USB port of Desktop Computers.
13	Device protection from dust and liquids	As the device will be used on field and to protect the device against dust and liquids kindly include device to have IP65 rated sensing area (sealed against dust and liquids)	No Change
14	Device usage on field	As the device will be used on field, to provide better ergonomics, convenience, handy, and lightweight experience the biometric device should be compact and weight less than 50 gm	No Change

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15	Software API Interface API and Data Dictionary to be shared with the bank and documentation to enable seamless integration with CBS or any other system	Kindly confirm the use of the device. L1 devices can only be used for aadhaar use case. While doing the certification for L1 device, STQC has taken the declaration that "DC1 Provide declaration that biometric data is not logged or stored or sent out other than the UIDAI prescribed format." Please find the declaration link at below link. <a href="https://www.stqc.gov.in/sites/default/files/L1%20traceability%20matrix%20document.pdf">https://www.stqc.gov.in/sites/default/files/L1%20traceability%20matrix%20document.pdf</a> For any further query, bank may also check the same from STQC/UIDAI.	The use of L1 device is for Aadhar (UIDAI) Authentication only.
16	CBM - Sensor should support Liveliness detection and latent detection, should be flexible and ergonomic. Should be suitable for desktop, laptop and tablet applications.	We request the bank to elaborate the specification word of CBM and also seems to be arrived from the specific make of the device. In this regard we request the bank to keep the specification terminology in generic. Kindly consider the same and amend the clause accordingly. CBM abbreviation seems to be derived from particular vendor's hardware spec, request you keep the hardware spec as generic.	Sensor should support Liveliness detection and latent detection, should be flexible and ergonomic. Should be suitable for desktop, laptop and tablet applications. CBM word removed.
17	General - Platen Area Hardness	Hardness Test: 6H compliant Tested as per ASTM D3363; RCA Test: 100g, 400 cycles Abrasion test compliant as per ASTM F 2357-04 Request to add this clause which ensures quality product that is free from defects	No Change
18	Others	We request the bank to clarify the required quantity of Biometric Finger Print Scanners, since in the GeM Bid document it is mentioned as 1,00,000 No's and where as in the Annexure-14 it is mentioned as 50,000 No's. Kindly clarify	Bank desires for Rate Contract only for 50,000 Qty.
19	Others	Also in the commercial format the price quote to be filled for 3 years, where as the RFP says for 2 years, request bank to clarify on the same.	Hardware is required with 3 years warranty and 3 years RD Services. Rate Contract will be valid for 2 years.
20	Prices quoted by the Vendor should be inclusive of all taxes except GST which will be paid extra at actuals.	In GEM the commercial needs to be entered are including GST. However the commercial format, the amount to be quoted except GST. Kindly clarify.	No Change
21	Mill Purchase Preference: Yes	To the best of our understanding, most of the vendor doesn't have the manufacturing capability for these devices in India especially PCB that is more than 70% of the device cost. Other OEMs get the PCBs imported from outside and the same being true for us. We request the bank to please make this clause as not a mandatory clause.	No Change
22	3.3.1.1 and annexure 3	There are two different format of EMD (GEM format and Annexure 3) with different validity. Request you to confirm the format and validity to be used for RFP.	EMD should be as per Annexure mentioned in ATC document and validity period also mentioned in ATC document.
23	The price for performing the required incidental services shall be deemed to be included in the Contract Price	This clause may be revised to - The price for performing the required necessary services shall be deemed to be included in the Contract Price	No Change
24	The confidentiality obligations shall survive the expiry or termination of the RFP / agreement between the bidder and the Bank.	The confidentiality obligation shall survive for 5 years after termination of RFP/agreement	No Change
25	Termination	This clause may be added - The Bidder shall have the right to terminate the RFP/agreement in case the Bank fails to make payment to the Bidder as per the prescribed period.	No Change
26	During the currency of this Agreement, the Service Provider shall not substitute the key staff identified for the services mentioned in this Agreement.	The underlined portion can be added to the clause- During the currency of this Agreement, the Service Provider shall not substitute the key staff identified for the services mentioned in this Agreement without informing the Bank.	No Change
27	Bid End Date/	Kindly provide extension of 2 weeks post pre bid queries response to submit the bid.	No Change