

**[A] Important Dates:**

#	Particulars	Timeline
5	Last Date of Submission of RFP Response (Closing Date)	2.00 PM on <b>26<sup>th</sup></b> June, 2019 Mode: Online URL: <a href="https://bobtenders.abcprocure.com">https://bobtenders.abcprocure.com</a>
6	Eligibility Cum Technical Bid Opening Date	2:30 PM on <b>26<sup>th</sup></b> June, 2019 Mode: Online URL: <a href="https://bobtenders.abcprocure.com">https://bobtenders.abcprocure.com</a>

**Clause in RFP**

S#	Clause in RFP	Clarifications/ Changes made											
1.	<b>Annexure 10 - Technical Requirement (Scope of Work)</b> <b>B. Guidelines for Image Acquisition and Verification.</b> <ul style="list-style-type: none"> <li>Biometric Devices should be compatible with all mobile phone operating system versions of the platform.</li> </ul>	<b>Annexure 10 - Technical Requirement (Scope of Work)</b> <b>B. Guidelines for Image Acquisition and Verification.</b> <ul style="list-style-type: none"> <li>Biometric Devices should be compatible <b>Android 5.5 &amp; above and Windows 7 &amp; above</b> operating system versions of the platform.</li> </ul>											
2.	<b>Annexure 10 - Technical Requirement (Scope of Work)</b> <b>C.28. Global Certificate</b> <table border="1"> <tr><td>I. FBI-PIV</td></tr> <tr><td><b>II. FCC**</b></td></tr> <tr><td>III. CE**</td></tr> <tr><td>IV. RoHS**</td></tr> <tr><td>V. WHQL certified drivers**</td></tr> <tr><td>VI. STQC Certification for Aadhaar/ UID authentication</td></tr> </table>	I. FBI-PIV	<b>II. FCC**</b>	III. CE**	IV. RoHS**	V. WHQL certified drivers**	VI. STQC Certification for Aadhaar/ UID authentication	<b>Annexure 10 - Technical Requirement (Scope of Work)</b> <b>C.28. Global Certificate</b> <table border="1"> <tr><td>I. FBI-PIV</td></tr> <tr><td>II. CE**</td></tr> <tr><td>III. RoHS**</td></tr> <tr><td>IV. WHQL certified drivers**</td></tr> <tr><td>V. STQC Certification for Aadhaar/ UID authentication</td></tr> </table> <p><i>(Adjacent Highlighted point has been deleted)</i></p>	I. FBI-PIV	II. CE**	III. RoHS**	IV. WHQL certified drivers**	V. STQC Certification for Aadhaar/ UID authentication
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3.	<b>Annexure 10 - Technical Requirement (Scope of Work)</b> <b>C.31. CBM</b> <u>Sensor <b>CBM-E/Embedded V9/ USB IF compliance/ip54 compliance/ FBI PIV IQS certified</b></u> Liveness detection and latent detection, should be flexible and ergonomic. Should be suitable for desktop and laptop applications	<b>Annexure 10 - Technical Requirement (Scope of Work)</b> <b>C.31. CBM</b> Sensor should support Liveness detection and latent detection, should be flexible and ergonomic. Should be suitable for desktop, laptop <b>and tablet</b> applications. <p><i>(Adjacent Highlighted Underlined portion has been deleted)</i></p>											

**Clause in RFP**

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1.	<b>Annexure 02 - Eligibility Criteria</b> <b>A.1 General</b> Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India at least for the last <b>5 years</b> .	<b>Annexure 02 - Eligibility Criteria</b> <b>A.1 General</b> Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India at least for the last <b>3 years</b> .
2.	<b>Annexure 02 - Eligibility Criteria</b> <b>A.2 General</b> Bidder must be in Business of providing Biometric Devices including implementation at least for <b>last 5 years</b> (as on RFP date).	<b>Annexure 02 - Eligibility Criteria</b> <b>A.2 General</b> Bidder must be in Business of providing Biometric Devices including implementation at least for <b>last 3 years</b> (as on RFP date).
3.	<b>Annexure 02 - Eligibility Criteria</b> <b>B Financial:</b> <b>B1. Below clause Applicable for the OEM whose products are quoted or if the OEM is bidding directly.</b> 1. Must have registered a turnover of 35 Crores or above (from Indian Operations only) in each year during the last three completed financial years 2016-17, 2017-18 and 2018-19 *. (Not inclusive of the turnover of associate companies). ..... .....	<b>Annexure 02 - Eligibility Criteria</b> <b>B Financial:</b> <b>B1. Below clause Applicable for the OEM whose products are quoted or if the OEM is bidding directly.</b> 1. Must have registered a turnover of 35 Crores or above (from Indian Operations only) in each year during the last three completed financial years 2016-17, 2017-18 and 2018-19 *. (Not inclusive of the turnover of associate companies).  <b>For startup/MSME companies:</b> <b>Must have registered a turnover of 5 Crores or above (from Indian Operations only) in each year during the last three completed financial years 2016-17, 2017-18 and 2018-19 *. (Not inclusive of the turnover of associate companies).</b> ..... .....

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4.	<p><b>Annexure 02 - Eligibility Criteria:</b></p> <p><b>B. Financial</b></p> <p><b>B2. Below clause Applicable for the Bidder if submitting bid as a partner of the OEM.</b></p> <p>1. Must have registered a turnover of 30 Crores or above (from Indian Operations only) in each year during the last three completed financial years i.e. 2016-17, 2017-18 and 2018-19 *. (Not inclusive of the turnover of associate companies).</p> <p>.....</p> <p>.....</p>	<p><b>Annexure 02 - Eligibility Criteria:</b></p> <p><b>B. Financial</b></p> <p><b>B2. Below clause Applicable for the Bidder if submitting bid as a partner of the OEM.</b></p> <p>1. Must have registered a turnover of 30 Crores or above (from Indian Operations only) in each year during the last three completed financial years i.e. 2016-17, 2017-18 and 2018-19 *. (Not inclusive of the turnover of associate companies).</p> <p><b><u>For startup/MSME companies</u></b></p> <p><b>Must have registered a turnover of 5 crore or above (from Indian Operations only) in each year during the last three completed financial years i.e. 2016-17, 2017-18 and 2018-19 *. (Not inclusive of the turnover of associate companies).</b></p> <p>.....</p> <p>.....</p>
5.	<p><b>Annexure 02 - Eligibility Criteria</b></p> <p><b>D.2 Experience &amp; Support Infrastructure.</b></p> <p>Bidder should have direct support offices in Mumbai and Hyderabad and technically qualified engineers who have expertise in support and installations of the proposed product</p>	<p><b>Annexure 02 - Eligibility Criteria</b></p> <p><b>D.2 Experience &amp; Support Infrastructure</b></p> <p>Bidder to have <b>adequate stock of spares across India and should be able to replace the faulty hardware within 2 Banks's working days from the date of incident reporting.</b></p>

**Addendum to the following Annexures:**

**1. Annexure 11–Service Levels Agreement (SLA)**

All other Terms & Conditions are same as per our RFP no. BCC:IT:PROC:111:26 dated 24<sup>th</sup> May 2019 for Request for Proposal Rate Contract for Supply, Installation & Maintenance of Biometric Finger Print Capture Device for a period of one year.

## Annexure 11–Service Levels Agreement (SLA)

S. No	Measurement	Definition	Measurement Interval	Uptime/Availability	Impact	Penalty During contract period				Remarks
						Warranty		AMC		
						%	Cost included	%	AMC charges included	
1	Each Biometric Device	Damage / Degradation / Non functioning	NA	Replaced / Refurbished / Rectified	Within 48 Hours*	NIL				The equipment is not rectified/replaced within 120 hours is considered as default and more than 10% of logged incidents failure occur in quarter then escalation for termination process can be initiated
					Within 72 Hours	1	Warranty cost mentioned in commercial sheet for the respective item under Active components	1	AMC charges mentioned in commercial sheet for the respective item under Active components	
					Within 96 Hours	2		2		
					Within 120 Hours	3		3		
					More than 120 Hours	5		5		

Note

1. The equipment should be replaced/rectified within 2 Banks's working days from the date of incident reporting.
2. The equipment is not rectified/replaced within 120 hours is considered as default and more than 10% of logged incidents failure occur in quarter then escalation for termination process can be initiated.