

Responses to the Pre Bid Queries Dated 5th July, 2014

| # | Clause no. in RFP | Page no. | Queries by the Perspective bidders | MPSEDC's response |
|----|----------------------------------|----------|---|---|
| 1 | Clause No 3.2 point No 3 | 14 | Declaration and Manufactures authorization from the Biometric itself is sufficient or MAF of POS manufactures should also be enclosed. Please clarify | Yes, Manufactures Authorization Letter/MAF of all the OEMs are required |
| 2 | Clause No 3.2 point No 4 | 14 | Request you also incorporate ISO 140001, In house Test lab accredited by NABL, CMMI level 3 as part of their design and manufacturing process as this will help the department to have a quality product and reliable software in the project life cycle. | The bidder should have a valid ISO 9001:2008 or better The Clause has been revised through corrigendum dated 5th July, 2014 |
| 3 | Clause No 3.3 point No B (1 & 2) | 16 | Bidders Turn Over: Keeping in view of the open requirements the projects value may be high. Some of the projects need high financial capability. Therefore we request the department to increase the turn over to 100 Cr for POS devices and 20 Cr for Biometric devices. | No change in the RFP |
| 4 | Clause No 3.3 point No B (3) | 17 | Biometric Devices Supplied: Request the department to increase the number of devices supplied under Product category ii, iii, iv, v: to 5000 instead of 1500(Since the total requirement may be very high and experience bidder has to be consider.) | No change in the RFP |
| 5 | Clause No 3.3 point No B (4) | 17 | Experience in Government: Request you to give priority on AADHAR based projects. Like "Bidders has to successfully incorporated atleast one AADHAAR based project. | No change in the RFP |
| 6 | Clause No 4.1 point No J | 21 | SDK: Every embedded hardware has its own limitation and all the hardware can't support all the languages. Any Embedded device can support either of the programming language but not all. | The Empanelled agency shall provide Software Development Kit (SDK) for at least Java, .Net, C/C++. The SDK should be compatible with all version of Windows, Linux and Android Operating System. The Clause has been revised through corrigendum dated 5th July, 2014 |
| 7 | Clause No 4.2 point No e | 21 | Toll Free/Local Support: Since every project will have account manager supported by local resident engineers and escalation matrix will be share with the end customer we request you to consider local support instead of toll free numbers. | No change in the RFP |
| 8 | Clause No 6.4 point | 28 | Taxes and Duties: Since taxes and duties are all inclusive and empanelment is for the period of 1 year. What would be the effect of variation in tax/duties from lower to higher or vice-versa? Is departments are ready to pass on the additional taxes. | Taxes and Duties as per existing Government norms. In case, there is any change by Government in taxes in future, then actual taxes on the date of billing would prevail. The Clause has been revised through corrigendum dated 5th July, 2014 |
| 9 | Clause No 7.2 Point No 2 | 35 | Type A Category ii: Processor ARM cortex 600 Mhz: All the earlier and current tenders in E –governance projects like Public Distribution Systems (Chattishghard, Jharkhand, Haryana, Tamil Nadu Andhra Pradesh, Gujarat, Goa etc) and MGNREGS) are all with 70 Mhz to 400 Mhz processor. And the current tender with Gujarath and Goa are with 400 Mhz processor. With our earlier experience in e Governance like Raipur , Haryana, Jharkhand, Tamil Nadu and Andhra Pradesh projects and other AADHAAR project, Processors with 400 Mhz holds good for any online AADHAAR transactions with transaction time less than 60 sec on ideal conditions. Also devices with 600 Mhz chipset are costly and power hungry. Therefore we request your good selves to consider minimum 400 Mhz processor. Enclosing ref's RFP of various states for your kind consideration. | No change in the RFP |
| 10 | Clause No 7.2 Point No 3 | 35 | Type A Category ii: 1GB inbuilt storage: Request you to confirm the kind of memory required. Since there is an option for using Micro SD card, it is advisable to use 512 Flash which is more sufficient for all kinds of transactions to have a cost effective Hand Held Devices. More over Higher the memory higher problems w.r.t memory corruptions in Indian Scenario. | For Category II - • Total RAM 128 MB or higher • The Device should be capable to store minimum 5000 transactions without the support of any add on memory The Clause has been revised through corrigendum dated 5th July, 2014 |
| 11 | Clause No 7.2 Point No 5 | 35 | Type A Category ii: Keypad. Since most of the applications required keying to enter the details, We request the department to make physical QWERTY key pad instead of 16 keys. | No change in the RFP |
| 12 | Clause No 7.2 Point No 12 | 36 | Type A Category ii: Display: Display with 2.5 " is very small for some of the application. There should be a visibility of all at latest 10 line. Which is only possible with 3.5 printer. Therefore we request the department to make 3.5 inch display instead of 2.5 inch. | No change in the RFP |
| 13 | Clause No 7.2 Point No 20 | 37 | Type A Category ii GPS : GPS may not be required in all the applications. Therefore we request the department to show GPS as additional component in price bid. | Category II and IV device should support GPS/A-GPS feature . The Clause has been revised through corrigendum dated 5th July, 2014 |
| 14 | Clause No 7.2 Point No 26 | 37 | Type A Category ii IP 51: Keeping in view of the ecosystems and the usage of hand held devices in various applications. The minimum ingress protect recommended is IP 51and IP51 can protect dust and water. | S. No 26 of Clause 7.2 and S. No 26 of 8.11.2 stands deleted in the RFP. The Clause has been revised through corrigendum dated 5th July, 2014 |

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| 15 | Clause No 7.3 Point No 1 | 38 | Type B Category iii Processor ARM cortex 600 Mhz: All the earlier and current tenders in E –governance projects like Public Distribution Systems(Chattishghard, Jharkhand, Haryana, Tamil Nadu Andhra Pradesh, Gujarat, Goa etc) and MGNREGS) are all with 70 Mhz to 400 Mhz processor. And the current tender with Gujarath and Goa are with 400 Mhz processor. With our earlier experience in e Governance like Raipur , Haryana, Jharkhand, Tamil Nadu and Andhra Pradesh projects and other AADHAAR project, Processors with 400 Mhz holds good for any online AADHAAR transactions with transaction time less than 60 sec on ideal conditions. Also devices with 600 Mhz chipset are costly. Therefore we request your good selves to consider minimum 400 Mhz processor. Enclosing ref's RFP of various states for your kind consideration. | No change in the RFP |
| 16 | Clause No 7.3 Point No 2 | 38 | Type B Category iii Memory Since there is an option for using Micro SD card, it is advisable to use 512 Flash to have a cost effective Hand Held Devices. | No change in the RFP |
| 17 | Clause No 7.3 Point No 2 | 38 | Type B Category iii Communication: PSTN(integrated ports) PSTN is a outdated and old technology. Today's technology is working on 3G and PSTN is getting absolute. Therefore we request the department to remove PSTN. | No Change in the RFP PSTN are still functional in rural areas |
| 18 | Clause No 7.3 Point No 6 | 38 | USB to charge the device: The following are the disadvantages of using USB as a charger. Charging through USB will take more time to charge the device since the voltage can't be more than 5 volts Charging through USB will take more time to charge the device since the voltage can't be more than 5 volts Connecting additional equipment to the UBS will kill the life of the battery. USB charging are applicable for single cell batteries. As OEM we discourage the use of charging the devices with USB. Since there are other advantages of using power adaptor. Like using external charging cradle.Which is the most important factor to be considered in rural India. | No Change in the RFP Power Adapter is mentioned in Point No. 10 |
| 19 | Generic | | We request you to list out possible AADHAR based applications in which MP government are authentications and what would be the size of Hand Held Devices / Biometric devices required? | Bidders are expected to carry out their own research to identify the overall volume of Hand Held Devices / Biometric devices requirement in the State. |
| 20 | Generic | | Since the empanelment process is for Biometric Hardware, Will the bidder be paid on software/ application development separately for any future requirements by various departments. What is the possible software solutions required? Should bidders add the software/application cost components in the financial bid? If so what are the envisaged application and who will provide the SRS and UAT. | The Empanelled agency should develop a Demo Authentication Client application and it should be supplied to MPSEDC/User department along with each proposed biometric device. The Clause has been revised through corrigendum dated 5th July, 2014 |
| 21 | Generic | | With our experience in various E-Governance projects. Rural India need rugged and integrated devices. Devices like tablet and mobile are theft prone and delicate in nature. Usability of such devices are cumbersome in complete project eco systems due to power management, lot of external connectors ect. We have enclosed a detail comparison of the possible advantages and disadvantages of using a tablet or mobile devices for your kind consideration. | No change in the RFP |
| 22 | Scope of Empanelment : The empanelment shall be done on the basis of lowest rate received for each category of device after qualification of technical criteria | 8 | We request department to explain the empanelment base. Does dept. only consider L1 agency in all the category or ask other bidder to match L1 price and do the empanelment accordingly. In that case how you will allocate the order from different agencies on bidder. Please specify. | Kindly refer Clause 3.5 “Empanelment of the Bidder” of RFP. |
| 23 | Eligibility Criteria : The Bidder should be in the business of supplying, installing and maintaining of Biometric devices in India for last three years as on date of submission of bid. | 14 | We are assuming that department is considering experience of any form factor device in which biometric sensor is an integrated product. | The Experience of Supply, Installation and Maintenance of biometric device with similar form factor to any of the following devices, which has integrated biometric sensor and extractor would be considered: • Category I - USB based Single Finger Print Device • Category II - Point of Sale (PoS) Devices/Handheld Terminal Type A & B • Category IV - Tablet Based Authentication Device • Category V-Mobile Terminal |
| 24 | Eligibility Criteria : The vendor's Biometric product being proposed should be STQC certified as per the latest STQC scheme of certification of UIDAI Biometric Authentication Devices. | 15 | We are requesting department that they should consider the combination of module and extractor for product certification listed on STQC website. MPSEDC should consider those devices which are requested with same extractor version listed at STQC website | No change in the RFP |

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| 25 | Technical Evaluation Framework | 17 | MPSEDC has created five category and there is repetition of specifications. Category II & III should be clubbed for POS / Handheld form factor and Category IV & V should be clubbed to Mobile Terminal. | No change in the RFP |
| 26 | 2.3.3 Preparation and Submission of Bid The financial Bid should inclusive of all applicable taxes and related accessories, Driver Software, Operating Manuals, Forwarding, Freight, Installation charges at sites and Warranty etc. | 11 | This is the RFP for empanelment of devices for the period of 36 months. As there is no project mentioned in this RFP so on what basis installation charges will be consider without having any project scope and location details. Apart from that as per RFP delivery will be provided at separate locations. We need to know the delivery locations and also installation location to estimate the cost of device. Please suggest | Location can be anywhere in Madhya Pradesh |
| 27 | 3.3 Technical Qualification Criteria Usability, Functionality and Features of biometric device Technical parameters such as Aesthetics, Ruggedness, Weight, Number of Cores, Memory, FRR, Screen Size, Network(2G/3G),etc. | 17 | These functionality are normally available in POS form factor device. If any bidder is only coming with Fingerprint category then on what basis department will do the marking score for such category bidder. The 20 mark score is very subjective so we request department to specify it in detail so that all category of bidder will be weighted at par. | The Clause has been revised through corrigendum dated 5th July, 2014. Kindly refer Corrigendum |
| 28 | Please Note: Tendering Authority reserves right to visit (or conduct telephonic verification) bidder's customers where such a similar project execution has taken place. | 18 | This is very restricted and confidential information and no bidder would like to share such information about their end customer details. We request department to relax this. | No change in the RFP |
| 29 | 3.5 Empanelment of the Bidder: The technically qualified bidder with L1 rate shall be automatically selected. The MPSEDC may invite the other technically qualified bidders to match the L1 rates for empanelment. Thus a panel of agencies may be formed for each Product category. Example of proposed panel formation: In case the panel is formed for 3 agencies, preference would be given to L1, L2 & L3 bidders. The decision of MPSEDC arrived at, as above, will be final for empanelment and no representation of any kind shall be entertained. | 18 | We request department to clarify that how they will distribute the PO coming from different state agencies if L2 & L3 will match the price of L1. | No change in the RFP |
| 30 | In an event wherein two or more Bidders have Bid at the same price for a specific Product category, then the bidder with the highest technical score will be given preference for empanelment. | 19 | Do we understand that bidder with only high score in technical, would be consider for empanelment. Please specify | This is applicable when two or more technically qualified bidder quote the same rate for same category of device. Then the bidder with the highest technical score may be given preference for empanelment. |

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| 31 | 4.1 Supply, Installation and Maintenance of Devices g) The Empanelled agency has to ensure that the Biometric devices, application software functionalities and any other components, equipments, peripherals involved in implementation solution meet the current STQC/UIDAI guidelines and should continue to comply with any amendments / changes made to these standards by the above referred authorities, without any additional cost to the Concerned Department. | | We request department that no OEM guarantee this compliance, as the nature and quantum of amendments / changes cannot be predicted in advance. Kindly advice | The Empanelled agency has to ensure that the Biometric devices, application software functionalities and any other components, equipments, peripherals involved in implementation solution should meet the current STQC / UIDAI guidelines and should extent support with regards to any amendments / changes made to these standards in terms of software updates/upgrades by STQC/UIDAI, without any additional cost to the MPSEDC / User Department. The Clause has been revised through corrigendum dated 5th July, 2014 |
| 32 | 4 Scope of Work: a) The empanelled agencies shall be responsible for supply, installation, commissioning and maintenance of biometric devices as per the minimum specifications given in the RFP. The supplied Biometric Devices should carry a 36 months comprehensive warranty from the date of acceptance sign off provided by the concerned Department. | 20 | As this RFP is only for empanelment of devices for 12 months. We request department that they should define the SOW for each department agencies who are using such devices and based on location bidder can estimate the installation and commissioning cost. We request department should ask for device cost with one year warranty for empanelment and asked separately for installation and commissioning cost with additional warranty period as per the project requirement. | Location can be anywhere in Madhya Pradesh |
| 33 | 4 Scope of Work: d) The empanelled agency should ensure that all the components of biometric devices offered are as per the approved specification. No item with short supply or with different technical specifications shall be accepted in any circumstances. Also, all devices being supplied by the Empanelled agency should be tested and certified prior to delivery of the device to the Department. Any device without testing certificate shall be returned to the bidder. | 20 | We request department to specify what is the mechanism to test and certify supplied devices prior to delivery. Please explain it. | All the supplied devices should be Tested/OK by Manufacture. However MPSEDC may ask for samples for testing before supply |
| 34 | 4 Scope of Work: k) The Empanelled Agency shall be responsible to provide training to the concerned Department officials. The training would include basics of the devices, key functionalities and features, usage guidelines, safety measures, etc. The training locations shall be decided by the concerned Department and shall be informed to the empanelled agency at the time of issuing Purchase Order. | | We request department that they should organize one time training at any central location with some timelines for 2-3 days and segregate the schedule of training dates for senior, middle and junior level people. | No change in the RFP |

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| 35 | 4 Scope of Work: j) The Empanelled agency shall provide Software Development Kit (SDK) support for all popular software languages including Android/Java, .Net, C/C++ etc. | 21 | As per industry standard SDK is available in Windows, Linux and Android platform for biometric scanner so we request MPSEDC to accept the same depend upon project need. Also please clarify that if any bidder is providing any two out of three, in that case would they consider that OEM. In your scoring pattern there is no where you can segregate bidder offerings. Please suggest. | The Empanelled agency shall provide Software Development Kit (SDK) for at least Java, .Net, C/C++. The SDK should be compatible with all version of Windows, Linux and Android Operating System |
| 36 | 4.2 After Sales Support The empanelled agencies must establish a complaint redressal system to register the complaint about hardware and software issues and will also maintain a log of issues, time and date of receipt of call, cause / nature of problem (network, hardware etc), date & time of resolution provided etc. The Empanelled Agency should have also a centralized help desk with a toll free / local (Bhopal) telephone number for after sales/technical support. The working hours for the same should be from 10:00 am to 6:00 pm on all seven days. | | We request department to clarity on coming projects and business opportunity size w.r.t biometric so that same can set up as per total revenue size. Also call centre should operate 6 days a week or as per the state government working days. | <ul style="list-style-type: none"> • Bidders are expected to carry out their own research to identify the possible volume of Biometric devices requirement in the state. • No change in call center clause |
| 37 | 5 Service Level Agreements and Payment Schedules | 23 | We request department that they amend the payment terms and make it 80% after delivery and rest 20% after installation. In case site is not ready then MPSEDC will take the ownership | The Clause has been revised through corrigendum dated 5th July, 2014. Kindly refer corrigendum |
| 38 | 5 Service Level Agreements and Payment schedules | 23 | We suggest that all the purchase orders be released by MPSEDC on behalf of the departments and payments shall also be made by MPSEDC. MPSEDC can be the central procurement body of the devices making the process simpler for vendors for signing the contracts and payments. There are conflicting things mentioned in the RFP regarding the Invoice and payments. Hence we suggest that the invoicing should also be done to MPSEDC | No change in the RFP |
| 39 | 6.3 Validity period/Duration of the empanelment | 27 | This is very clearly mentioned that this empanelment of device is for 1 year and can be extended to 1 more year. But in SOW it was mentioned that warranty will be given for 36 months i.e. 3 years. We request MPSEDC that they empanel devices for 1 year and ask for warranty for one year and subsequently additional warranty for 2 nd and 3 rd year. This will low down the initial cost of product. | No change in the RFP |
| 40 | 7.1 Category I - USB based Single Finger Print Authentication Device | 34 | We request department that they should consider good quality products which can compliance to : Integrated Technology: Optical STQC Certified FBI PIV Certified IP 54 Sensing Window Embedded security functions Must support X9.84 digitally signed template Image and Template format should be ISO 19794-4 & 2 respectively. We request MPSEDC to add such points in their specifications. | Please refer corrigendum dated 5th July, 2014 |
| 41 | Single Finger Print Authentication Device | | UIDAI has released Registered device specification and we would request MPSEDC to rephrase the requirement with due consideration to document available the said url http://uidai.gov.in/images/aadhaar_registered_devices_1_0.pdf Department must allow only those OEM product who are in plan for registered devices upgradation and working with UIDAI. | No change in the RFP |
| 42 | 7.2 Category II - Point of Sale (PoS) Devices/Handheld Terminal Type A Minimum ARM Cortex A8/x86 or equivalent , 600 Mhz or higher | 35 | We request department to consider min ARM9 processor so that device can perform multitasking activities once at a time. This will ease the operation level also. | No change in the RFP |
| 43 | Memory Total RAM 256 MB or higher Inbuilt Storage at least 1 GB | 35 | There are many technologies based on that new OS platform can occupy very less space and device is less resource hungry. We request MPSEDC that they should allow all OEM's with low and high configuration for RAM & Flash with latest OS platform so that maximum players can compete and department will get good quality product. RAM >= 32 MB and Flash >= 128 MB. | <p>For Category II -</p> <ul style="list-style-type: none"> • Total RAM 128 MB or higher • The Device should be capable to store minimum 5000 transactions without the support of any add on memory <p>The Clause has been revised through corrigendum dated 5th July, 2014</p> |
| 44 | OS | 36 | Any OS should be allowed | No change in the RFP |

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| 45 | Environment & Durability | 37 | We request MPSEDC to ask these two specifications separately. For environment department should ask for : Operating temperature: Storage temperature: Operating humidity : For Durability MPSEDC should keep this open as these devices are not come under the category of industrial level devices. Due to many peripherals attached to such devices these devices are not compliant to any drop test. | As per the STQC specification "http://www.stqc.gov.in/sites/upload_files/stqc/files/POS-Device-Certification-ver-0.6.pdf" The Clause has been revised through corrigendum dated 5th July, 2014 |
| 46 | EMI/ EMC compliance | 37 | .. | No change in the RFP |
| 47 | Ingress protection (IP) Compliance IP 41 | 37 | As there are many peripherals connected with MCD(Main Computing System) so no device can qualify this IP criteria. Department must remove this from their spec. | S. No 26 of Clause 7.2 and S. No 26 of 8.11.2 stands deleted in the RFP. The Clause has been revised through corrigendum dated 5th July, 2014 |
| 48 | 7.3 Category III - Point of Sale (PoS) Devices/Handheld Terminal Type B Smartcard reader | 39 | We would like to know why department need two smart card reader/writer as additional peripheral with Tablet form factor. What is the use case for two smart card reader. One reader is sufficient if PDS project is concern. Please clarify. | No change in the RFP |
| 49 | SLA | | The device delivery time should be changed to 4-6 weeks from the issuance of PO as the delivery locations are not fixed and can be all over the state of Madhya Pradesh. The rest of the milestones should be 4 weeks each. The rest of the penalty terms are also very stringent. The penalty should be capped. | Clause No 5.3 (Service Level Agreement and Penalties) has been revised through corrigendum dated 5th July, 2014 |
| 50 | 5.3 Service Level Agreement and Penalties Resolution of any hardware or software issue related to the Device(s) during the maintenance period through helpdesk support | 25 | the resolution of the issue in hardware or software of the device depends on the nature of the problem. We suggest that the department prepares an escalation mechanism and definition and classification of problems and the issues should be resolved accordingly and not purely on the basis of the days since problem reporting. The penalty percentages are also very high and should be capped. | No change in the RFP |
| 51 | Copy of certificate issued by STQC for Suppliers and Biometric Devices (Authentication) as per the ver 2.0, 4th April 2014 | 15, section 3.2, pt 7 | While we can submit the copy of the STQC certificate, please clarify if an OEM can bid with multiple suppliers(bidders) in this tender by providing MAF as per the tender format. | Yes, an OEM can bid with multiple suppliers |
| 52 | The Empanelled agency needs to ensure that every device shall be provided with a carry case to protect the device from regular wear and tear. | 20, section 4.1(F) | Please clarify if carry case is needed for fingerprint devices. This will add cost and increase the price of the device. Generally a carry case is not provided for USB based fingerprint devices | Carry case should be provided by empanelled agencies with each device except for single finger for which pouch shall be provided. |
| 53 | The Empanelled agency has to ensure that the Biometric devices, application software functionalities and any other components, equipments, peripherals involved in implementation solution meet the current STQC/UIDAI guidelines and should continue to comply with any amendments / changes made to these standards by the above referred authorities, without any additional cost to the Concerned Department. | 20, section 4.1(G) | While we can certify that the products to be supplied currently are STQC/UIDAI certified and will continue to meet the guidelines as long as the standards are the same. However any changes by STQC/UIDAI is not under the control of the bigger or OEM and in such a case supplying a new product will add cost. We request you to remove this clause and make it relevant to the current certification. | Kindly refer point no. 31 for response. |
| 54 | Delivery timelines | 24, Section 5.3 | 3 weeks delivery timeline is too short considering we have to get import clearances, road permits, etc. We request MPSEDC to increase this to minimum 6 weeks to maximum of 8 weeks | Clause No 5.3 (Service Level Agreement and Penalties) has been revised through corrigendum dated 5th July, 2014. Kindly refer |
| 55 | Sensor Type | 33, section 7.7.1(2) | STQC has certified optical and capacitive sensor type devices. The clause mentioned in the RFP restricts participation to only optical. We request MPSEDC to include capacitive sensor type. | No change in the RFP |
| 56 | FRR Rating | 33, section 7.7.1(8) | STQC has certified devices which meet <2% FRR. Please elaborate on how will MPSEDC test whether devices supplied meet the FRR rating of <1.5% | Each bidder for the proposed device should submit the certificate issued by STQC highlighting the FRR rating. FRR rating has been revised to <2% The Clause has been revised through corrigendum dated 5th July, 2014 |

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| 57 | Integrated Technology: Optical STQC Certified, FBU PIV Certified, Sensing Window, Embedded security functions Must support X9.84 digitally signed template Image and Template format should be ISO 19794-4 & 2 respectively | 44 7,7.5(20) | STQC has certified optical and capacitive sensor type devices. The clause mentioned in the RFP restricts participation to only optical. We request MPSEDC to include capacitive sensor type. Also UIDAI/ STQC has not tested functionality for providing encrypted templates at sensor level and this is a separate effort being conducted under the "Registered Devices" umbrella. Since certification for such devices is not currently in place, this clause should be removed. We request department to consider the same and make necessary changes | No change in the RFP |
| 58 | 5.1.1 On satisfactory delivery of biometric devices at the location to be provided in the purchase orders by dept/agency.60% of the order value of the qty delivered. | 23 | On satisfactory delivery of the biometric devices at the location to be provided in the purchase orders by dept/agency.90% of the order value of the qty delivered. | The Clause has been revised through corrigendum dated 5th July, 2014 |
| 59 | 5.3.1 The empanelled agency needs to deliver 100% of the order qty within 3 weeks.No penalty >3 weeks-5 weeks. 5% of the value of undelivered qty | 24 | The empanelled agency needs to deliver 100% of the order qty within 3 weeks. No penalty | Clause No 5.3 (Service Level Agreement and Penalties) has been revised through corrigendum dated 5th July, 2014Kindly refer |
| 60 | 4 Experience in govt-experience of supplying biometric authentication devices for govt/psu projects in India with project value greater than 20 lakhs | 17 | Experience: Experience of supplying Biometric authentication devices forGovernment/ PSU projects/Reputed corporates in India with project value greater than 20 lakhs. | No change in the RFP |
| 61 | Note: No consortium /.1V is allowed | 15 | Credentials of Sister companies shall be considered for evaluation and PQ purpose. | No change in the RFP |
| 62 | 20.21 Operating system environment Device should be compatible with - Windows / Android/ Linux | 41 | Clarification-Android is optional | Operating System for category IV (Tablet Based Authentication Device) should be Android/Windows/ Linux. The Clause has been revised through corrigendum dated 5th July, 2014 |
| 63 | 7.4 category iv- tablet based authentication device category iv-table based authentication device-serial no-5 Resolution: 1024 • 600 or better, Scratch resistant | 41 | Resolution: 1024 • 600 or better, Scratch resistant and/or scratch resistant screen guard. | No change in the RFP |
| 64 | 7.4 category iv- tablet based authentication device category iv-table based authentication device-serial no-14 GPS industry standard 16 channel NMEA compliant GPS support. | 41 | GPS industry standard 16 channel NMEA compliant GPS support or GPS ONE GEN 7A GPS module 16 channels NMEA is for transferring data between marine equipment and most of the tablets don't have that. The gpsOne module allows a cell phone/tablet to relay its location to emergency dispatchers, thus overcoming one of the traditional shortcomings of cellular phone Technology. Using a combination of GPS satellite signals and cell towers, GPS One plots the location with greater accuracy than traditional GPS Systems in areas where satellite reception is problematic due to buildings or terrain. | For Category II and IV device- should support GPS/A-GPS feature. The Clause has been updated through corrigendum dated 5th July, 2014 |
| 65 | 7.5 category v- mobile terminal serial no. 17.Sensor accelerometer, ambient light sensor, vibration | 44 | sensor:accelerometer,vibration. Optional ambient light sensor Since this parameter should not be a disqualifying criteria | Accelerometer, vibration ,optional ambient light sensor. The Clause has been updated through corrigendum dated 5th July, 2014 |
| 66 | 7.5 category v- mobile terminal serial no. 18 7.5 category v- mobile terminal serial no. 17. Contactless/NFC Desirable-contactless-ISO 14443 A/B reader NFC all 4 types of tags (integrated),ISO/IEC 18092. | 44 | Contactless/NFC Desirable-contactless-ISO 14443 A/B reader NFC all 4 types of tags (integrated),ISO/IEC 18092,RFID. RFID should be usable as an option instead of NFC | No change in the RFP |

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| 67 | EMD / Bid Security Amount Rs. 5 Lakhs in form Demand Draft/ Bank Guarantee issued by a Scheduled / Nationalized Bank in India, in favour of MP State Electronics Development Corporation Ltd. payable at Bhopal | 2 | If the bidder is participating for any one category Then the value of EMD will change or remains the same ? | EMD / Bid Security Amount is fixed i.e. Five lakhs , irrespective whether bidder is applying for one, two or more category |
| 68 | 5.1 Payment Schedule | 23 | We request you to change the payment terms to generally practised terms in similar tenders as - 80% (After delivery)- 20%(After installation). | The Clause has been revised through corrigendum dated 5th July, 2014 |
| 69 | 8.11.1 Technical Specification— Category 1 | | We kindly request you to remove the android OS support for following reasons i) As you are procuring hand held devices seperately (category II) these devices will not require android support as it will be used with laptop or desktop running with linux or windows OS. ii)Excluding android OS will increase the number of participant As it is a rate contract tender, we kindly request you to let us know the approximate quantity of procurement during the period of rate contract We kindly request you to provide us the details of how frequent and in how many slots the procurment will be done. | Device should be compatible with - Windows, Linux and Android The Clause has been revised through corrigendum dated 5th July, 2014 |
| 70 | 3.3, Point No E,(Technical Evaluation Framework) Pt: 2 of B | 16 | This clause must include OEM/Bidder | No change in the RFP |
| 71 | 3.3, Point No E,(Technical Evaluation Framework) Pt: 2 of B | 16 | This clause must include OEM/Bidder | No change in the RFP |
| 72 | 3.3, Point No E,(Technical Evaluation Framework) Pt: 2 of B | 16 | This clause must include OEM/Bidder | No change in the RFP |
| 73 | Page no 15 / Point no 8, Sercive CenterDeclaration or at least have 1 servicestation at Bhopal | Page no 15 | as per point table total 5 services centers are required to get full points can we submit declaration letter to open all 5 services centers within 2 months after agreement | The marks in the technical evaluation would be given on the bases of number of existing service centers of OEM / Bidder in Madhya Pradesh .Kindly refer point B5 of clause 3.3 |
| 74 | No consortuim JV is allowed | Page no 16 | if OEM want to Bid directly with MP based partner for best support and services, than OEM should have option to quote using consortuim or JV This will support to OEM to get invloved in RFP | No change in the RFP |
| 75 | Bidders Turnover | Page no 16 | Bidder turnover point table doesn't show bidders experience in biometrics field, Minimum benchmark for turnover should be there to participate the tender but point table rank as per total turnover can effect core biometrics company ranking and positions, where as network companies, PC hardware companies or service based companies are partially doing biometrics business can achieve full points | No change in the RFP |
| 76 | No of Biometrics devices | Page no 16 | total no of biometrics devices sold in last 3 years in the group of PIV certified fingerprint sensor based standalone devices or STQC certified desktp sensors | No change in the RFP |
| 77 | Experience in Government | Page no 17 | Biometrics authentication device stans for standalone authentication device or PC based authentication device, | Kindly refer Point no. 23 for response. |
| 78 | Service Network | Page no 17 | Is bidder can submit declaration to open all 5 and more services centers wihitin next 2 months from the date of agreement axecuation | No change in the RFP |
| 79 | Payment schedules | Page no 23 | can bidders get 80% of payment basis of supply? As instalaltion cost arent more than 5% of total supply of materials | The Clause has been revised through corrigendum dated 5th July, 2014 |
| 80 | Payment schedules | Page no 28 | is there any possibility to workout Centralized payment schema basis of supply and services, instead of department wise payment basis on supply | No change in the RFP |
| 81 | | | Device with barcode scanner to read 2d barcode. 2D barcodes are on Aadhar cards, and the PDS department needs to read the barcodes for integrating with the PDS solution. (Delhi PDS has bought 600 units of 2D barcode readers for scanning barcode from Aadhar cards) | No change in the RFP QR codes are being used in RC |
| 82 | | | Biometric device can be sought as an additional device. | No change in the RFP |
| 83 | | | At least 4 feet drop test should be sought for ruggedness parameter. | No change in the RFP |
| 84 | | | IP 54 is the least required for water proofing & dust resistance. | S. No 26 of Clause 7.2 and S. No 26 of 8.11.2 stands deleted in the RFP. The Clause has been revised through corrigendum dated 5th July, 2014 |
| 85 | | | This is not a tender for biometric, so the eligibility criterion for SI to be in biometric business for 3 years doesn't make sense. | No change in the RFP |
| 86 | | | BT integrated printer should be allowed. | No change in the RFP |