

Reply to Pre-Bid Queries



**RFP072021- Supply, Installation & Maintenance of Biometric Fingerprint Capture Devices at various locations of Bank of Maharashtra
(Pre-Bid meeting date 30.10.2021 at 1600 hrs)**

Sr no	Page #	Point / Clause #	Main Clause name	Clarification point as stated in tender document	Comment / Suggestions	BOM Reply
1	7	1 Invitation for Tender Offer	INVITATION FOR TENDER OFFERS	Bank of Maharashtra invites sealed tender offers (Technical bid and Commercial bid) from eligible, reputed manufacturers, authorized dealers of repute credentials for Rate Contract for supply of 4,000 Nos. Of Biometric Authentication Devices (Devices) as per the detailed Scope of work (SOW).	Please confirm if the bidder has to supply 4000 devices or 6000 devices as SCHEDULE OF ITEMS REQUIRED 5.1 Schedule I – Hardware on page 42 quotes 6000 devices.	Modified as "Supply of 6,000 Nos. Of Biometric Fingerprint capture Devices as per the detailed Scope of work (SOW)."
2	10		Two Bid System Tender	In case Bank opts for reverse auction for Commercial evaluation, the commercial bid submitted through Online Mode shall not be opened and REVERSE AUCTION will supersede the Commercial bids. The decision on Reverse Auction	Request the bank to confirm on whether the Tender award of contract is based on the TCO to L1 bidder or based on the reverse auction. So that the respective bidder can quote competitive price.	As per RFP Clause, both the the options i.e. Commercial bid opening or Reverse Auction are open. Bidder need to quote their best competitive price in
3	13		Schedules of the Tender	TCO sheet for identification of L1	Request the bank to confirm on whether the Tender award of contract is based on the TCO to L1 bidder or based on the reverse auction. So that the respective bidder can quote competitive price.	Clarified above
4	21	3 - Scope of Work	SCOPE OF WORK	Device / Solution should have the feature of Live Finger Detection & De- duplication of Finger Print Capture	As per our understanding, Biometric Device should have the feature of Live Finger Detection i.e. able to reject fake finger. Kindly confirm.	De-duplication taken at BAS application level.
5	21	3 - Scope of Work	SCOPE OF WORK	Biometric Devices should be compatible with UNIX, Linux & Microsoft windows platforms (i.e. Windows 2008 Server or above edition, Windows 7, Windows 10 including all OS builds), Mobile Platform (Android and Windows) and also on all future versions of the platform/OS.	UIDAI does not allow RD service to run on non-supported OS due to security constraints. Hence request you to kindly limit the scope to supported versions only.	Biometric Devices Should be Compatible with all Operating Systems as approved by UIDAI including all the builds and versions of Those OS.
6	21	3	SCOPE OF WORK	Client machines are accessing the applications CBS, other integrated applications e.g. HRMS, LLMS, EKYC , Intranet Bank's in house applications through a Web browser.	We request for the clarity on Integration support. Also to confirm the SPOC for integration with their existing applications vendor	Shall be shared with successful bidder

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7	21	3	SCOPE OF WORK	Devices supplied should be able to get integrated with various other portals/platforms provided by the Central/state Government time to time where Biometric devices are used e.g. Jeevan Pramaan, Karj Mukti Portal etc	Request the bank to provide the Karj Mukti Portal details for Integration.	Shall be shared with successful bidder
8	21		SCOPE OF WORK	These devices needs to be delivered and integrated across various zones of Bank PAN India.	We assume that, bidder scope is limited to supply of devices only. Integration with the application will be taken care by the bank. Kindly Clarify	Clarified above
9	21		SCOPE OF WORK	Integration of devices with existing set up for CBS and other integrated applications.	We assume that, bidder scope is limited to supply of devices only. Integration with the application will be taken care by the bank. Kindly Clarify	as per RFP Clause
10	21		SCOPE OF WORK	Bidder should co-ordinate with existing BAS application vendor for seamless integration of Biometric Devices with BAS Applications.	We assume that, bank will help in co-ordinating with the application vendor.	as per RFP Clause
11	21		SCOPE OF WORK	Biometric Device / Solution should have the feature of Live Finger Detection & De- duplication of Finger Print Capture	We would like to inform bank that, De-duplication will not be applicable for the hardware vendor side. Hence we request bank to amend the RFP accordingly.	De-duplication taken at BAS application level.
12	21	3	Scope of Work	As you have mentioned Biometric Device / Solution should have the feature of Live Finger Detection & De- duplication of Finger Print Capture.	Live finger detection is not mandatory as per UIDAI/STQC specification for either L0 or L1. Please remove this requirement	De-duplication taken at BAS application level.
13	21	1	Scope of Work	BAS	Does the BAS solution comes from OEM who provides fingerprint device and BAS solution. The BAS solution provider can control the tender if they are participating in the tender as Fingerprint OEM	As per RFP Scope of WORK
14	22	6	Technical Specifications: Biometric Fingerprint Capture Device	Firmware level encryption	1. Firmware level encryption is applicable for Level 1 device. Whereas we will supply Level 0 device currently. 2. Level 1 and Level 0 are two different type of product / technology as per STQC standard and specifications.	Firmware Level Encryption not Mandatory, L0 Devices acceptable
15	22	13	Technical Specifications: Biometric Fingerprint Capture Device	Encryption of fingerprint template = Using unique foreign key	Existing BAS application is managing the current encryption Methodology. We request the bank to provide the details of existing BAS encryption/decryption mechanism to understand more precisely.	SSL and HTTPS based communication. Bidder to provide required SDK and API , supporting drivers and all other necessary components required fro integration. Application Software related encryption to be taken care at software level.

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16	22	14	Technical Specifications: Biometric Fingerprint Capture Device	USB connectivity = Yes, USB 2.0, USB3.0	USB 3.0 is the type of port compatibility with increased transfer rate & speed. The device with USB 2.0 itself is compatible, on basis of the usage the same can be upgraded	Compatibility with both USB 2.0 and 3.0 required
17	22	18 - Scanner and Supplier - STQC Certified	Tech Specs	Scanner and Supplier - STQC Certified -Yes, STQC level 0/1 Complaint	The device Level 0 / Level 1 are two different models and the technology is different. The price for the Level 1 device will be different from Level 0 type. Please clarify	L0 Devices also acceptable
18	22	3	Technical Specifications: Biometric Fin	7. Enrolment and Verification (other than just the image of the finger being captured)	Does this mean the single fingerprint scanner will be used for enrolment as well?	Yes
19	22	3	Technical Specifications: Biometric Fin	13. Encryption of fingerprint template	on-board encryption is mandated by UIDAI in L1. L1 is yet to roll out. For L0 the encryption happens in the RD Service running on the host machine	L0 Devices also acceptable
20	22		Technical Specifications: Biometric Fingerprint Capture Device	Point no. 6. Firmlevel Encryption	The necessary encryption mechanism is already available in RD service L0 Compliance SDK as per UIDAI guidelines ,hence firmware level encryption is not required. Hence we request bank to amend the RFP accordingly.	L0 will work with our BAS application
21	22	3	Technical Specifications: Biometric Fingerprint Capture Device	Point No. 7. Enrolment and Verification (other than just the image of the finger being captured)	We need some clarification here, Does this mean the single fingerprint scanner will be used for enrolment as well?	Yes
22	23	22	Technical Specifications: Biometric Fingerprint Capture Device	Software/API/Drivers = The device should come with applicable APIs like image capture, template creation, encryption of template, matching two given templates, deduplication of a set of templates etc.	De-duplication is managed by existing BAS Application. We can provide the APIs & Driver to capture the Data from the Device. We request the Bank to provide the details of existing BAS encryption/decryption mechanism to understand more precisely.	De-duplication taken at BAS application level.
23	24	4.1 Eligibility of the Bidder	QUALIFICATION CRITERIA	The bidder should have experience in supply and maintenance of devices to a minimum of 2 (two) reference sites for BFSI /PSU/Central /State Govt. sector/any Bank in India during the last 3 (three) years..	Requested Bank to Consider Bidder / OEM should have experience in supply and maintenance of devices to a minimum of 2 (two) reference sites for BFSI /PSU/Central /State Govt. sector/any Bank in India during the last 3 (three) years..	No change in Eligibility Criteria

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24	24	4.1 Eligibility of the Bidder	QUALIFICATION CRITERIA	The bidder should have supplied a minimum of 3,000 devices on cap-ex/op-ex model to any PSU / Government body /any Bank / Insurance / Financial Institution (BFSI) in the last 3 financial years (cumulatively) and these devices should be working with the software applications of the respective organizations in a satisfactory manner. Necessary certificates/credentials/PO (financial year wise) to that effect from the banks should be enclosed.	Requested Bank to Consider Bidder / OEM should have supplied minimum of 3,000 devices on cap-ex/op-ex model to any PSU / Government body /any Bank / Insurance / Financial Institution (BFSI) in the last 3 financial years (cumulatively) and these devices should be working with the software applications of the respective organizations in a satisfactory manner. Necessary certificates/credentials/PO (financial year wise) to that effect from the banks should be enclosed.	No change in Eligibility Criteria
25	24	4.1 Eligibility of the Bidder	QUALIFICATION CRITERIA	The bidder should have support centers at minimum 40 locations where Bank's Zonal offices are located either own or through franchisee. List of Zonal Offices of the Bank are enclosed at Annexure-U across the country. List of such support centers with contact persons, telephone numbers and addresses should be enclosed.	Requested Bank to Consider Bidder / OEM should have support centers at minimum 40 locations where Bank's Zonal offices are located either own or through franchisee	Support Centres through franchisee/OEM also accepted.If bidder is Providing Support centers of OEM, The same must be supported by letter from OEM.
26	24	3.3.4 / Price Bid	commercial	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	Requested Bank to Consider Bidder / OEM should have supplied minimum of 3,000 devices on cap-ex/op-ex model to any PSU / Government body /any Bank / Insurance / Financial Institution (BFSI) in the last 3 financial years (cumulatively) and these devices should be working with the software applications of the respective organizations in a satisfactory manner. Necessary certificates/credentials/PO (financial year wise) to that effect from the banks should be enclosed.	No change

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27	26	5.3 Payment Terms	TERMS AND CONDITIONS	1% of the amount would be given only after the warranty period of the hardware. In case of deficiency in service observed during the warranty period, the applicable penalty at appropriate rate shall be deducted from out of this amount held with the Bank and the balance shall be returned after the completion of the warranty period.	Requested Bank remove the clause since already Bidder is submitting Performance Bank Guarantee for the period of 39 months form the date of last installation.	No change
28	26	5.3	Payment Terms	90 % of the order value will be paid on completion of installation and commissioning at the sites and acceptance of all equipment ordered. Bank of Maharashtra will make this payment 30 days after configuration and acceptance of the installation at the respective site. At this stage, the bank guarantee given to the bank will be returned to the bidder.	We request the bank to release the 100% payment against the submission of invoice & delivery.	No change in Payment term.
29	26	5.5	Completeness of Installation	The installation will be deemed as incomplete if any component of the devices, software, etc., or any documentation is not delivered or is delivered but not installed and/or not operational or not acceptable to Bank of Maharashtra after acceptance testing/examination.	Our device will be integrated centrally with the bank's existing BAS application. Installation of the devices will be plug and play hence remote installation support can be provided according to the user/bank's requirement.	Remote installation support at location is acceptable however, in case of serious discrepancy/ fault/issue in Devices, Bidder may require to visit the site
30	26		Delivery, Installation and Commissioning	The Bidder shall be responsible for delivery and installation of the equipment ordered and for making them fully operational at no extra charge within 8 weeks of receiving the purchase order. The signing authority will be Branch Manager or Officer at the branch / office. If the bidder fails to deliver and/or install all the equipment ordered within the stipulated time schedule or by the date extended by Bank of Maharashtra, it will be a breach of contract.	1. Considering the Global chip shortage market situation request the bank to revise the delivery period to 12 - 14 weeks. 2. Our device is plug and play model. There is no requirement of physical installation, we will provide the remote support if required by the user/bank.	No change , as per RFP Clause
31	26		Delivery, Installation and Commissioning	The Bidder shall be responsible for delivery and installation of the equipment ordered and for making them fully operational at no extra charge within 8 weeks of receiving the purchase order. The signing authority will be Branch Manager or Officer at the branch / office.	We assume that, bidder scope is limited to supply of devices only. Integration with the application will be taken care by the bank. Kindly Clarify	Bidder to provide required SDK and API, other supporting drivers and other necessary components required for integration of Devices. Application Software related issues shall be taken care by the Bank.

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32	30	5.12	Inter-working of Hardware and Software	The bidder must integrate hardware, software and networking components supplied by him to make the system integrated and fully functional. It will be bidder's responsibility to locate the exact nature of the problem/fault(s) and rectify the same except for the problems in the application software, if any. Under no circumstances will a problem/fault be blamed on the application software without sufficient cause and justification.	Integration of Biometric device SDK with the existing application, bank to intervene with the existing vendor for the smooth integration of the shortlisted device. We will provide the necessary support as per the RFP and mutullay agreed terms. Request the bank to ensure that the SLA with their existing software vendor to resolve the issues pertaining to the software related problem/faults.	Bidder to provide required SDK and API, other supportioing drivers and other necessary components required for integration of Devices. Application Software related issues shall be taken care by the Bank.
33	30	Inter-working of Hardware and Software		The bidder must integrate hardware, software and networking components supplied by him to make the system integrated and fully functional. It will be bidder's responsibility to locate the exact nature of the problem/fault(s) and rectify the same except for the problems in the application software	Integration of Biometric device SDK with the existing application, bank to intervene with the existing vendor for the smooth integration of the shortlisted device. The scope of work by the bidder is only supply of Biometric devices and API/SDK support as per the RFP terms. Software issues has to be addressed by the respective software vendor. In case of software issue till that period the device should not be considered as non-working/problem/faulty devices. Request the bank to modify the clause appropriately	Clarified above
34	30	5.13	Equipment Warranty	The offer must include a minimum three years comprehensive on-site warranty. The Warranty in respect of all the locations would start from a single and uniform date i.e. from the Installation Date of last hardware of the last lot. In no case, there would be multiple warranty dates. Although the 90% payments are made in different lots after the successful installation and acceptance of the systems by Bank of Maharashtra at the respective locations, the date of commencement of warranty shall be considered as the installation date of last hardware of the last lot.	Please clarify, the warranty begins effectively from the date of delivery.	Warranty begins from the date of successful Installation.A Uniform Date i.e.The date of Last Installation shall ebn considered as Start of Warranty Period.
35	31		Annual Maintenance Charges	Bank of Maharashtra will pay AMC Charges in Indian Rupees at the end of each quarter for every quarter	Standard terms for the AMC is generally advance payment for at the beginning of the year. Request the bank for the AMC payment at the beginning of the year	No change
36	38	5.39 Special Condition/s	TERMS AND CONDITIONS	The successful bidder will have to paste sticker "Supplied By M/s -----: Year 2021-22, on all the devices provided by them.	Whether Bidder need to paste the stick at Bidder permmiss, please confirm.	All the devices must have sticker pasted on them before delivery

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37	38	5.38	Application software and Drivers	Bank of Maharashtra and/or the application software bidder will install the required application software and drivers on the systems. It is bidder's responsibility to co-operate with the application software development agency appointed by Bank of Maharashtra to ensure that the installation is successful. No changes in application systems will be made to suit the new hardware.	Integration will be done centrally by the existing software vendor and request the bank to intervene with the existing vendor for the smooth integration of the shortlisted device. Once the device integrated with the application the same can be used without any physical installation like plug and play device. Our understanding as per the RFP is that the bidder to provide the necessary API/SDK drivers for the integration activity.	Clarified above
38	44	8 Annexure B Pts # 13	DETAILS OF THE BIDDER	Name and Address of manufacturer of desktops	Our understanding is Bank of Maharashtra want to get the Name and Address of manufacturer of devices and not desktops. Please clarify	Modified as "Name and Address of manufacturer of Biometric Fingerprint Capture Devices"
39	46	Annexure D - Pts 7	TECHNICAL SPECIFICATIONS	Enrolment and Verification (other than just the image of the finger being captured): Live Swipe	In a Swipe Fingerprint Reader/Sensor requires the user drag the upper part of the finger across the sensor. The complete image is pieced together by accumulating the partial image as the finger moves across the scan area. STQC does not certify swipe sensors. Request you to change the specification to Live scan/Optical sensor.	Modified as "Live Scan/Optical sensor"
40	51		Annexure-H- Bill of Material	RD services for AMC period		Bill of Material revised as per Corrigendum
41	58	ANNEXURE N - Pts 6	ELIGIBILITY EVALUATION	Necessary Certificates for experience in supply and maintenance of devices to a minimum of 2 (two) reference sites for BFSI /PSU/Central /State Govt. sector/Any Bank in India during the last 3 (three) years	Requested Bank to Consider Bidder / OEM should have experience in supply and maintenance of devices to a minimum of 2 (two) reference sites for BFSI /PSU/Central /State Govt. sector/any Bank in India during the last 3 (three) years.	No change
42	22,46	12- Algorithm	Tech Specs	Algorithm should include -Image Quality Determination and feature generalization	We understand that it may vary from device to device and needs to be defined in line with existing BAS or applications running currently	OK
43	22,46	15 - Capture Mode	Tech Specs	Capture Mode - Auto capture with built-in quality check	We understand that the existing application has to invoke the necessary API while integration	OK
44			General		We assume that bank is open for any make of biometric Finger Print Scanner in compliance with	As per RFP Scope of WORK