ODISHA GRAMYA BANK
Information Technology Department
Head Office, Gandamunda, P.O.-Khandagiri, Bhubaneswar

Bid Number # GEM/2023/B/3705130 dated 19th July 2023
Amendment # 1 Dated 01-08-2023 - Procurement of Fingerprint Scanners and Biometric Authentication Application Through GeM

All bidders are here by informed that based on the discussion of Technical Committee Meeting held at Head Office of Odisha Gramya Bank, on date 31st July 2023, the response to queries submitted by all bidders are in Table # 2 and necessary amendments to bid document are provided in Table # 1.

Table # 1:

Sl.	Clause	Page	Existing Clause in RFQ	Amendment
1	Bid Details	Pg.: 1	• **Bid End Date/Time** 03-08-2023 15:00:00 • **Bid Opening Date/Time** 03-08-2023 15:30:00	• **Bid End Date/Time** 17-08-2023 15:00:00 • **Bid Opening Date/Time** 17-08-2023 15:30:00

Table # 2:

Sl.	Page / Clause	Clarification Sought	Bank's Remark
1	Pg.: 5 Clause: Specification Document (Table A)	Table A-18 - Certification - CERT-IN for PB510 is not applicable, as CERT-IN Certification itself is only for Server Stack/Applications. Would request to remove from Device Certification. Table A -19 - Device Type - We Suggest to include L0/L1 type Finger Print Scanner as per UIDAI guideline. Table A-22 - Security - Kindly change the word "Evident" to be changed to "Resistant".	Bidder shall quote for 549 units of L1 fingerprint scanners and 2066 units for L0 devices. As the BOQ and commercial format cannot be changed, Bidder shall put the average cost of 549 units of L1 devices and 2066 units of L0 devices in the commercial bid. The L1 devices will be used for e-KYC and shall be compliant as per UIDAI guidelines and shall be certified as per UIDAI.

			L0 devices will be used for Finacle and HRMS 2FA and attendance. Bidder shall upload the actual unit cost of 549 units of L1 and 2066 units of L0 devices in bidder's letter head as ATC document. The average unit cost of device quoted shall match the average of prices mentioned in the letter head for L0 and L1 devices.
2	Pg.: 5 Clause: Specification Document (Table B)	Table B-1 - Kindly clarify whether HA (High Availability) is required for DC or not? 5. No. of Users - As the RFP is Subscription based (Table B, Point 4 of Technical Specification), Kindly clarify if the price submission is going to be a total sum (per year x 5 years) or it is going to be on Per-User basis (per year x 5 years). If it is per-user basis, then Minimum & Maximum figure is acceptable. if we have to quote a total sum value per year, then we need an absolute clarity on the total number of users.	HA is not required. However, Bidder shall provide one instance at DC and another at DR as failover and with auto sync between DC and DR. The TCO will be inclusive of CAPEX cost of biometric devices, 5 year subscription cost of DC and DR instances. The solution should be capable to handle user base of 3000 users.
3	Pg.: 5 Clause: Specification Document (Table B)	Table B - Page No.2 - Point No.13 - Database Query - Kindly Clarify the below points 1. Whether we need to procure separate Database Application & Hardware or is this clause only for our InnaIT Application. 2. If the answer is Yes to either of the option, kindly clarify which Database is preferred by the Bank. Table B - Page No.2 - Point No.18 - Security Features Kindly Clarify the below points 1. Kindly define a clear scope for the Integration for each of the Application. 2. Request to ensure the vendor who has developed the application supports and is part of the Integration Scope. 3. Request to clearly inform the total number of Applications, their names and the exact version. 4. For AD Integration, Scope needs to be provided by Customer clarifying whether it is only for Windows Login or User detail Synchronization from AD.	Bank will provide 3 VMs each at DC and DR for APP, WEB and Database with windows operating systems. The required database licenses as per OEM licensing policy for commercial use shall be included in the annual subscription cost of Biometric Authentication software proposed in this bid. AD integration is required for User Details Synchronization from AD for subsequent use in other application like HRMS.

4	Pg.: 5 Clause: Specification Document (Table B)	Table B - Page No.3 Point No.19 Admin Features In Table B point 1 asking for only 1 single server with DR in Active passive mode. Statement in this point is contradictory and asking for the DC with HA. Kindly clarify. Table B – Page No.3 Point No.20 Integration Features Kindly inform the total number of Applications, their names and the exact version.	HA is not required. However, Bidder shall provide one instance at DC and another at DR as failover and with auto sync between DC and DR. The DR instance will be used as failover to DC.
5	General Query	Kindly note that L1 device are designed specifically for Aadhaar-related purposes and can only be integrated with applications related to Aadhaar through registered device (RD) service. As mandated by UIDAI, due to security constraints these devices cannot be used for non-Aadhaar applications. If the Bank wants to use them for both use cases i.e., Aadhaar Based applications & non-Aadhar i.e. for BAS – Login into the CBS, then we suggest you mention MSO 1300 E3 L0 devices (L0 device can be used for Aadhar use case till UIDAI doesn't stop use of L0 devices) and same work in BAS also.	Bidder shall quote for 549 units of L1 fingerprint scanners and 2066 units for L0 devices. As the BOQ and commercial format cannot be changed, Bidder shall put the average cost of 549 units of L1 devices and 2066 units of L0 devices in the commercial bid. The L1 devices will be used for e-KYC and shall be compliant as per UIDAI guidelines and shall be certified as per UIDAI. L0 devices will be used for Finacle and HRMS 2FA and attendance. Bidder shall upload the actual unit cost of 549 units of L1 and 2066 units of L0 devices in bidder's letter head as ATC document. The average unit cost of device quoted shall match the average of prices mentioned in the letter head for L0 and L1 devices.
6	General Query	To ensure the high availability and multi-tier architecture, our solution is installed on 5 VM's with RHEL OS or 3 VM's if multi-tier architecture not required. We can provide the hardware details as per our response and request bank to provide the same.	Bank will provide 3 VMs each at DC and DR for APP, WEB and Database with windows operating systems. The required database licenses as per OEM licensing policy for commercial use shall be included in the annual subscription cost of Biometric Authentication software proposed in this bid. AD integration is required for User Details Synchronization from AD for subsequent use in other application like HRMS.
7	General Query	As, 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 factory location. Therefore, we can send the	The defective biometric devices shall be picked up by the bidder from Head Office of Odisha Gramya Bank by providing a working replacement to it. The courier arrangement and cost is under scope of bidder.

		working device back to bank location. In addition, we can dispatch the repaired device within 3-4 business days.	
8	General Query	There are two formats of EMD (GEM and Bank). Kindly confirm which document to use along with required validity duration.	Bidder shall follow the format of EMD provided by Bank.
9	General Query	As per the STQC Certification guidelines Microsoft Word - UIDAI Specifications (stqc.gov.in) the device with platen area more than 12.8 mm x 16.5 mm is allowed. Request you to remove proprietary sensing area of a particular OEM device.	The specification mentioned for platen area of fingerprint device shall be as per STQC certification guideline. The dimension mentioned in the attached specification shall be referred as per STQC certification guideline.
10	General Query	We request the bank to generalize the size as the current mentioned specs seemed to belong to a certain OEM device.	The specification has been generalized based on the specification available in GeM. As this representation is not specific to any specs mentioned in the tender. Hence, could not be answered.
11	General Query	As per our understanding your end-user laptop/desktop are windows based. Kindly confirm?	End-user desktop are desktops and laptops with Windows Operating Systems.
12	General Query	Kindly clarify the requirement for Hardware tokens and the mentioned ISO standards requested for the Secure Cryptographies. As the Devices are developed as per the UIDAI guidelines and follow the STQC & NIST guidelines.	The proposed L1 devices as per Amendment_1, shall be as per UIDAI guidelines and shall follow STQC guidelines
13	Pg.: 1 Clause: Buyer added bid specific ATC (Scope of work)	Our understanding is that devices needed to be quoted with 3 years warranty and biometric authentication application to be quoted with 5-year ATS. Kindly confirm.	Yes, devices are needed to be quoted with 3 years warranty and biometric authentication application is to be quoted with 5-year ATS.
14	General Query	Any changes that can be done through configuration can be part of solution and scope. Any upgradation of solution that require new installation, migration should be consider as change request. Request bank to consider the same.	All changes, configurations or upgradation as per regulatory requirements in India to the software solution shall be done by the selected bidder without any cost to Bank. This is excluding all hardware level changes.
15	General Query	As per the RBI guideline for user enrollment for BAS solution, it should follow 4 eye principle of Maker-Checker facility for user enrolment and approval. We request you to change the same accordingly. The same standard is used in all banks including SBI, BOB etc. If required, we can share the RFP for them.	For addition, modification and deletion of Biometric user details, the proposed solution should provide maker and checker facility for admin users. While on boarding a user, the application shall take the authentication of the registering USER and the authorizing USER during First time registration and updation.

16	General Query	We assume that branch implementation (rollout of solution), enrollment of employees will be done by bank itself. Kindly confirm.	Please refer to the Scope of Work attached in the Tender in this regards. The implementation procedure has been elaborated in the tender.
17	General Query	Biometrics ensure person presence transaction and remove knowledge, possession-based authentication methods (e.g., password, token) that can be easily breached and shared. We request you to remove the requirement of token-based MFA that can lead to fraud.	The proposed biometric devices will be used as two factor authentication over and above password of Bank's application. First the user has to authenticate using Biometric devices and subsequently use the password in Finacle to get access. The token based authentication will be used during API call only.
18	General Query	During the Biometric Authentication software there will be additional requirement or one time setup that include DC/DR installation, integration with application, UAT etc. and then ATS for 5 years. Request you to break up the required section.	Bidder shall include the cost of onetime setup at DC DR and integration with application with recurring cost. Separate line item for one time cost is not feasible for subscription based billing model. The go-live date of solution will be consider from the date of successful completion of testing of biometric integration with Finacle, HRMS in 4 branches in all respect.
19	General Query	If the enrollment is done self by user through OTP, then the employees can share their biometrics (e.g. user 1 can provide one finger of his colleagues). We request you to do enrollment only through maker checker process.	For addition, modification and deletion of Biometric user details, the proposed solution should provide maker and checker facility for admin users. While on boarding a user, the application shall take the authentication of the registering USER and the authorizing USER during First time registration and updation.
20	General Query	The solution should perform de-duplication at the time of enrolment to ensure that all captured fingerprints of an enrollee are different from all enrolled finger in solution. This is required to prevent fraud and sharing of biometrics in system.	The proposed solution should perform de-duplication at the time of enrolment to ensure all captured fingerprints are unique.
21	General Query	We assume that the MII preference is required for overall scope including BAS. Kindly confirm.	The MII clause is applicable for the entire tender requirement.
22	Pg.: 4 Clause: Buyer added bid specific ATC (Notification of award 8.3)	Effective Date could be from date of first PO. As sometimes, contracts are signed at later stage. The definition of Term (Cl. 8.4) is defined as "The term of the Notification of Award /	The term of contract shall be for a period of 5 years from date of signing of contract. The contract shall be signed within 15 days of release of Purchase Order.

		Purchase Order / Contract Period shall be for a period of 3 years from date of release purchase order." Therefore, same could be used for Effective Date.	
23	General Query	As the sentence incomplete in the end " for the purpose of the ….", we assume that the Bank is referring to the Biometric Identification Equipment here	Yes, Bank is referring to the Biometric Identification Equipment.
24	Pg.: 6 Clause: Buyer added bid specific ATC (Payment Terms 8.10)	At least 50% payment to be released on delivery and remaining 50% could be released after acceptance of the devices and testing all devices with the Biometric authentication software supplied and installed as mentioned in clause.	The existing clause remains unchanged
25	Pg.: 9 Clause: Buyer added bid specific ATC (Termination of Contract 8.21)	Termination right to provide to Bidder/Service Provider in case Bank fails to make payment. Request to add the below clause - Termination by Bidder/Service Provider - The Service Provider may terminate the Agreement by giving 60 days' notice to the Bank in the event of failure of the Bank to make payment of fees for more than 60 days of demand.	The existing clause remains unchanged
26	Pg.: 10 Clause: Buyer added bid specific ATC (Effect of Termination 8.22)	In the event where bidder is asked to provide services after termination or completion of assignment, the revised commercial terms should be mutually decided by the parties. The Clause can be changed to - • The Bidder agrees that after completion of the Term or upon earlier termination of the assignment the Bidder shall, if required by OGB, continue to provide facility to OGB at no less favorable terms than those contained in this RFP. In case OGB wants to continue with the Bidder's facility after the completion of this RFP/contract then the Bidder shall offer the same terms to OGB subject to revised commercial terms mutually agreed by the Parties.	The existing clause remains unchanged
27	General Query	The period of expiry of Bank Guarantee requested to be changed to 6 months rather 12 months. Revised clause as underlined- (b) if the Bidder is not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to	The existing clause remains unchanged

		the Bidder of the name of the successful bidder; or (ii) six months after the expiration of the Bidder's Bid.	
28	Pg.: 1 Clause: Bid Details	Existing clause: • Bid End Date/Time - 03-08-2023 15:00:00 • Bid Opening Date/Time - 03-08-2023 15:30:00	**Amended: Please refer to Table# 1, Point# 1**