

Responses to Pre-bid Queries

Bid for Purchase of Plastic Card Printers and Finger Print Scanners for e-Gram Centers on behalf of e-Gram Vishwa Gram Society, Office of the Development Commissioner, Gandhinagar (Tender No. HWT290717449)

| Sr. No. | Tender Reference | | Query / Clarification / Suggestions from the Vendors | Responses to the Queries |
|---------|--|---|---|---|
| | Page No. / Section No. / Clause No. | Tender Description | | |
| 1 | Page No. 4 / Section 1 / Eligibility Criteria of the Bidder | Eligibility Criteria Sr.no.1,2,3 & 5 | Support Documents required column for Sr no.1,2,3,& 5 specified as Form E-1, E-2, E-3 & E4 - Please clarify what is Form means | Bidder will have to submit the details as per the Forms design in the bid document. |
| 2 | Page No. 4 / Section 1 / Eligibility Criteria of the Bidder | The Sales Turnover from the supply/sale should be a min of Rs. 1 Cr for the latest financial year. | We understand that Sales Turnover from supply means - Printing of cards, Scanning & Digitization etc. Kindly clarify. | It should be Bidder's Total Sales Turnover. |
| 3 | Page No. 5 / Section 2 / Scope of Work / Clause no. 3.4 | The bidder will have to quote Card Printers device which are compatible with the e-gram application developed by M/s ITI Ltd. for printing of Aadhaar card. The confirmation from M/s ITI Ltd. regarding the offered make & model is required to be submitted. | The requirement for "Letter from ITI Ltd." to be submitted at the time of Bid submission, for compatibility with eGram application for Aadhaar card is quite specific. You are requested to kindly amend the same for the letter to be supplied before Supply and Installation of printers. A Self declaration that the integration of the printer will be done before the award is contracted, should be OK. Also GIL would be required to facilitate engagement with ITI | It has been discussed and clarified during pre-bid meeting. Bidder will have to submit the confirmation from M/s ITI Ltd. at the time of bid submission date only. |
| 4 | Page no.13 / Section4 / Minimum Technical Specification | Printer Speed: Full Color - min 100 Cards / Hr (Dual Side printing) | Please confirm if "Full color dual side printing" refers to 4 color printing on front and 1 color printing on back including overcoat layer application on both sides of card (i.e. YMCKO on front and KO printing on back side of the card). | Yes |
| 5 | Page no.13 / Section4 / Minimum Technical Specification | Page#13: Section4 – Minimum Technical Specification Full Panel YMCKO min 200 prints/roll And Page#14: Section5 – FINANCIAL BID FORMAT 3. Ribbon for above Card Printer (YMCKOKO) | Please confirm if you want to print YMCKO or YMCKOKO printing for the live cards? | It should be YMCKOKO. |
| 6 | Page no.13 / Section4 / Minimum Technical Specification | Page#13: Section4 – Minimum Technical Specification Full Panel YMCKO min 200 prints/roll Page#14: Section5 – FINANCIAL BID FORMAT Ribbon for above Card printer (YMCKOKO) Qty 3000* | Please note that Ribbon rolls for different printers have different 'Images' or number of cards that can be printed from single Ribbon Rolls. Hence, price comparison for different Ribbon Rolls may be flawed giving advantage to Ribbon supplier with max. 200 cards/Images per ribbon. You are requested to kindly create level playing field by introducing component of No. of Cards/Images per ribbon, for calculating the total cost of Ribbon. | It has been discussed and clarified during pre-bid meeting. See the changes in Corrigendum for Revised Financial Bid Format |
| 7 | Page no.14 / Section 5 / Financial Bid Format | Page#14: Section5 – FINANCIAL BID FORMAT Ribbon for above Card printer (YMCKOKO) Qty 3000* | Please confirm your requirement is to print front side Photo with Black Text and back side Black Text. | Yes. Overlay should also be there on both side of Card. |
| 8 | Page no.9 / Section 3 / General Terms & Conditions / Clause No. 28 | Delivery & installation: Within 60 working days from the date of purchase order at respective site / locations (Detailed list is as per Annexure B). The Delivery for the Consumables against additional work order will have to be done within 30 working days from the date of such work order at the respective site / location. | Will it be a Single PO for 1500 printers from GIL? Is delivery of entire lot of 1500 printers is expected within 60 days of the contract? | Yes. PO will be issued by purchasing department. Yes |

| Sr. No. | Tender Reference | | Query / Clarification / Suggestions from the Vendors | Responses to the Queries |
|---------|--|---|--|---|
| | Page No. / Section No. / Clause No. | Tender Description | | |
| 9 | Page no.13 / Section4 / Minimum Technical Specification | Inbuilt UIDAI/ AADHAAR approved Finger Print device - Printer and Finger Print device connected to Computer / Android Devices via single USB cable. In case bidder wants to quote separate Biometric Finger Print Scanner Device, then they may quote as per bid specifications | With reference to your tender (Tender No. HWT290717449), we would like to introduce a biometric technology i.e., iris recognition - a most accurate & highly reliable than fingerprint and others. Iris Biometric (contact-less capture) can be accessed in any work-weather-age condition, offering unmatched accuracy and security. Prior to our start-up, iris scanner was expensive. But we've broken the price barrier with our "Made in India" STQC Certified Iris Scanner. We, Biomatiques are leading the way in Iris Recognition Technology as the only indigenous Indian manufacturer (based at Surat, India) whose singular vision is to continue the development of the best yet simplest and most accurate Iris Recognition technology for our end users. By focusing on quality and latest technology, Biomatiques ensures a high level of identity, security and access control with range of Iris scanners. | It has been discussed and clarified during pre-bid meeting. We require Biometric Finger Print Scanner Devices. |
| 10 | Page No. 5 / Section 2 / Scope of Work / Clause no. 3.4 | The bidder will have to quote Card Printers device which are compatible with the e-gram application developed by M/s ITI Ltd. for printing of Aadhaar card. The confirmation from M/s ITI Ltd. regarding the offered make & model is required to be submitted. | Can you help us with the contact details of concern person in ITI ltd for the software compatibility test with our printer. | Dy. General Manager - GSM, NGN & IT, ITI Limited, Bangalore Plant, F-29, NSU Block, Dooravaninagar, Bangalore 560016, Karnataka, India Ph. No. 080 25663945 |
| 11 | Page No. 5 / Section 2 / Scope of Work / Clause no. 3.4 | The bidder will have to quote Card Printers device which are compatible with the e-gram application developed by M/s ITI Ltd. for printing of Aadhaar card. The confirmation from M/s ITI Ltd. regarding the offered make & model is required to be submitted. | Time should be given for integration of card printers with ITI Ltd.? | It has been discussed and clarified during pre-bid meeting. Bidder will have to submit the confirmation from M/s ITI Ltd. at the time of bid submission date only. Bidder may co-ordinate with M/s ITI Ltd. accordingly. |
| 12 | Page no.13 / Section4 / Minimum Technical Specification | Ribbons: Full Panel YMCKO min 200 prints/roll | Which type ribbon required FULL OR HALF Panel. | As per project requirements, we require Half Panel YMCKOKO Ribbon Roll. |
| 13 | | Ribbons: Full Panel YMCKO min 200 prints/roll | Ribbon Yield capacities kindly specify? | As per the Manufacturer standards. |
| 14 | Page no.14 / Section 5 / Financial Bid Format | Plastic Card (Preprinted) | Preprinted card: Card Design? (Both side or Single Side?) | Both Side. Design needs to be confirmed by the purchasing department. |
| 15 | Page no.14 / Section 5 / Financial Bid Format | Cleaning Kit for above Card Printer | Cleaning kit: What content of cleaning kit included? | Cleaning Kit required to clean the proposed Card Printer as recommended by the Printer Manufacturer. |
| 16 | Page no.13 / Section4 / Minimum Technical Specification | Printing Technology: Dye Sublimation Thermal Heat transfer | Why are you asking for Thermal Print head, as warranty for 3 Year? Kindly specify Thermal print head include in warranty or not? | Thermal Print head should be having the standard OEM warranty. |
| 17 | Page no.9 / Section 3 / General Terms & Conditions / Clause No. 28 | Delivery & installation: Within 60 working days from the date of purchase order at respective site / locations (Detailed list is as per Annexure B). The Delivery for the Consumables against additional work order will have to be done within 30 working days from the date of such work order at the respective site / location. | Kindly specify the sites for installation. Total Locations? | The details of sites for installation will be as per Annexure B. |

| Sr. No. | Tender Reference | | Query / Clarification / Suggestions from the Vendors | Responses to the Queries |
|---------|--|---|---|--|
| | Page No. / Section No. / Clause No. | Tender Description | | |
| 18 | General | General | Can successful bidder get the art work of card design? | It has been discussed and clarified during pre-bid meeting. |
| 19 | General | General | Will department provide space for printing of card in their premises / building to the successful bidder or vendor has to arrange the same. | It has been discussed and clarified during pre-bid meeting. |
| 20 | Page No. 5 / Section 2 / Scope of Work & Page no.14 / Section 5 / Financial Bid Format | | Rate contract kindly confirm three or one year? As mentioned on Page no 5 Section 2 clause no 3.6 rate contract is for 1 year where as it is mentioned that the rates are for three years duration Page 14. | If required in future, for item no. 3 (Ribbon Roll), item no. 4 (Plastic Card), item no. 5 (Cleaning Kit) & item no. 6 (Printer Head); the Successful bidder has to supply the additional quantity on the same rates to the purchasing department during the contract period of 3 years. |
| 21 | Annexure B | Annexure B | Locations: Annexure B not provided in tender documents. | Separate pdf file for Annexure B is uploaded with tender document. |
| 22 | Annexure B | Annexure B | Please clarify at how many locations the 1500 printers are to be installed. Ask for solutions for the above mentioned points. | As per Annexure B. |
| 23 | 3. Project Description:, Page no 5 | 3.4 The bidder will have to quote Card Printers device which are compatible with the e-gram application developed by M/s ITI Ltd. for printing of Aadhaar card. The confirmation from M/s ITI Ltd. regarding the offered make & model is required to be submitted | If ITI Certificate is required with the tender that Printer is integrated with ITI software, then ITI should give time to each and every brand of ID card printer to get their printer integrated with their software for fair competition. Request not to give preferential treatment to one or few brand of their choice. | As above Sr. No. 11. |
| 24 | 3. Project Description:, Page no 5 | 3.4 The bidder will have to quote Card Printers device which are compatible with the e-gram application developed by M/s ITI Ltd. for printing of Aadhaar card. The confirmation from M/s ITI Ltd. regarding the offered make & model is required to be submitted | ITI either should integrate all the Printers before bid submission or insert a clause in the tender that ITI will integrate the Printer who wins the tender through tender process. In view of integration of printer with ITI software the submission date should be extended to 10 working days. | As above Sr. No. 11. |
| 25 | 3. Project Description:, Page no 5 | 3.4 The bidder will have to quote Card Printers device which are compatible with the e-gram application developed by M/s ITI Ltd. for printing of Aadhaar card. The confirmation from M/s ITI Ltd. regarding the offered make & model is required to be submitted | No tender ask for the integration of printer before bid submission and finalization of tender. It seems it's a clear case of preferential treatment and it's a restrictive clause that needs to be removed as per CVC. For e.g. . 1) In Driving License Tender, Vahan and Sarthi is common application but, printing application is customized once printer make and model is decided. 2) In CSC they integrate printers when they put it online on their portal, it do not restrict competition. | As above Sr. No. 11. |
| 26 | 34. Warranty; Page no 10 | 34. Warranty | The OEM should take responsibility for the service support and spare parts if their representative or bidder backs out during the contract period. | Yes. The bidder will have to submit the OEM undertaking for the same at the time of bid submission. |
| 27 | Page No. 4 / Section 1 / Eligibility Criteria of the Bidder | The bidder should have a total turnover of Rs. 10 Crore (Minimum) during the last three financial years as on 31.03.2016. The Sales Turnover from the supply/sale should be a min of Rs. 1 Cr for the latest financial year. | The bidder should have a total turnover of Rs. 30 Crore (Minimum) during the last three financial years as on 31.03.2016. The Sales Turnover from the supply/sale should be a min of Rs. 10 Cr for the latest financial year. | No Change |

| Sr. No. | Tender Reference | | Query / Clarification / Suggestions from the Vendors | Responses to the Queries |
|---------|---|---|--|---|
| | Page No. / Section No. / Clause No. | Tender Description | | |
| 28 | General | Please add this clause | For Printer OEM shall quote directly or one bidder only. | As per Bid. |
| 29 | General | General | As per our discussion with ITI only single OEM 2 models are empanelled which creates monopolistic approach. | It has been discussed and clarified during pre-bid meeting. |
| 30 | General | General | We suggest GIL/SeMT to intervene and empanelled all certified vendors on UIDAI rather than restricting competition by asking certification from ITI. | As above Sr. No. 11. |
| 31 | Page no.13 / Section4 / Minimum Technical Specification | Inbuilt UIDAI/ AADHAAR approved Finger Print device - Printer and Finger Print device connected to Computer/Android Devices via single USB cable. | Please clarify devices will be use with Computer or Android device?? | As on date, these Card Printer and Biometric Finger Print devices will be connected with Computer with Windows OS. In future, if indenting department want to use this card printer + finger print device in android based device, then successful bidder will have to arrange the same without any cost. |
| 32 | 3. Project Description:, Page no 5 | 3.4 The bidder will have to quote Card Printers device which are compatible with the e-gram application developed by M/s ITI Ltd. for printing of Aadhaar card. The confirmation from M/s ITI Ltd. regarding the offered make & model is required to be submitted | Please share the Card Printer details (Make & Model(s)) which are compatible with M/s ITI Application which is currently using for Aadhaar Card printing. Infact I request for better competition GIL or User should give chance to all quote all the OEM's whose PVC card printer is being used to print AADHAAR card, which are already empanelled on CSC website. | As above Sr. No. 11. |
| 33 | 3. Project Description:, Page no 5 | 3.4 The bidder will have to quote Card Printers device which are compatible with the e-gram application developed by M/s ITI Ltd. for printing of Aadhaar card. The confirmation from M/s ITI Ltd. regarding the offered make & model is required to be submitted | Please help us to share the contact person detail of M/s ITI Official to get the more details on Application along with Compatible Printer List. As bidder needs to get confirmation from M/s ITI Ltd. regarding the offered make & model. | As above Sr. No. 10. |
| 34 | 3. Project Description:, Page no 5 | 3.4 The bidder will have to quote Card Printers device which are compatible with the e-gram application developed by M/s ITI Ltd. for printing of Aadhaar card. The confirmation from M/s ITI Ltd. regarding the offered make & model is required to be submitted | Please share the Application Platform along with Operating System where proposed Card Printer is to be integrated. | It has been discussed and clarified during pre-bid meeting. As above Sr. No. 11. |
| 35 | FINANCIAL BID FORMAT, Page no 14 | Plastic Card (Pre-printed) :- 1,50,000* Nos. | Please clarify, the approx. amount of Pre Printed Card to be delivered per location, as the total no of Location are 1442 where the total no of devices are 1500. | The number of Pre Printed Card to be delivered per location will be finalized at the time of issue of order. Bidder will have to quote the price as per financial bid format. |
| 36 | Annexure B | As per Annexure B, the total location would be 1442 | | |
| 37 | FINANCIAL BID FORMAT, Page no 14 | Plastic Card (Pre-printed) :- 1,50,000* Nos. | It may be possibility of more no of Pre Printed card requirement within duration of the project, so please clarify who will raise the Purchase order if any additional requirement is generated. | e-Gram Vishwa Gram Society, Office of the Development Commissioner or their HOD or Respective e-Gram Center. |
| 38 | FINANCIAL BID FORMAT, Page no 14 | Plastic Card (Pre-printed) :- 1,50,000* Nos. | Whether Authority will raise the purchase order for total no of ~ 1.5 Lacs card in single shot or as an when requirement generates. Also the PO will be generated and collected from Centrally or from Gram Panchayat. | Yes, initial order will be issued by e-Gram Vishwa Gram Society, Office of the Development Commissioner. |

| Sr. No. | Tender Reference | | Query / Clarification / Suggestions from the Vendors | Responses to the Queries |
|---------|---|---|---|--|
| | Page No. / Section No. / Clause No. | Tender Description | | |
| 39 | FINANCIAL BID FORMAT, Page no 14 | Plastic Card (Pre-printed) :- 1,50,000* Nos. | Whether we have to supply Blank card or pre-printed card? | Pre-printed Cards. Design needs to be confirmed by the purchasing department. |
| 40 | Item 3: Plastic Card (Blank), Page no 13 | Item 3: Plastic Card (Blank) | | |
| 41 | - | - | GIL shall encourage OEM's having direct presence in the country, rather than presence through dealers or importers. | Bidder will have to provide the OEM warranty support as per the bid terms. |
| 42 | FINANCIAL BID FORMAT, Page no 14 | 3 Ribbon for above Card Printer (YMCKOKO) | Whether we have to supply ribbon YMCKOKO or YMCKO | As above Sr. No. 5. |
| 43 | Item 1: Plastic Card Printer Specification, Page no 13 | Item 1: Plastic Card Printer: Ribbons Full Panel YMCKO min 200 prints/roll | | |
| 44 | General | General | For project of such magnitude and to manage the large base of printer devices effectively, GIL would require a Central monitoring System. This system/application would track status and health of printer, consumables consumption status, printer driver and would also help for any firmware updates in near future to manage compatibilities and security risks from central location | It has been discussed and clarified during pre-bid meeting. As per Bid. |
| 45 | General | General | It is suggested to have some security features (Hologram, Ghost Image, variable UV Printing, and/or security feature inbuilt in card plastic) on the card to be printed under the setup. | It has been discussed and clarified during pre-bid meeting. As per Bid. |
| 46 | Page no.13 / Section4 / Minimum Technical Specification | Printer Speed: Full Color - min 100 Cards / Hr (Dual Side printing) | To have fair and uniform comparison, all participants should be asked to provide numbers of cards that can be printed from one roll. | As above Sr. No. 6. |
| 47 | Page no.5 / Section 2 / Scope of Work | The Bidder will have to supply, Install, commission and maintain the equipment being procured under this bid and provide onsite OEM Support and Warranty for the period of 3 years. | The OEM certified partner (Bidder) will have to supply, install, commission and maintain the equipment being procured under this bid and provide onsite support and warranty for the period of 3 years. | It has been discussed and clarified during pre-bid meeting. Bidder will have to provide warranty support as per the terms of bid. |