

Responses to the Pre-bid Queries

Bid for Purchase of Biometric Devices & Bluetooth Thermal Printers on behalf of Office of the Commissioner of Transport, Gandhinagar (Tender No. HWT050917457)

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Venders	Responses to Vendors
	Page No./Section No./ Clause No.	Tender Description		
1	Page No. 12 Technical Specification of Biometric device	USB Biometric Fingerprint Scanner Devices should be STQC Certified & Aadhar Enabled and should be Level 0 (Software level upgrade) / Level 1 (software & hardware level upgrade) Registered Device as per the latest guidelines of UIDAI for Aadhaar Authentication. Copy of STQC Certificate to be uploaded along with the bid. Device should be Aadhar 2 Approved	You have mention all the technical specification of STQC certified single finger-print biometric device for Aadhaar Authentication, which is clear to us. But in same document there in not mention scope of work/purpose you need Biometric. We request you please provide Scope of work so that we can properly understand your requirement and provide you best solution.	It has been discussed & clarified in Pre-bid Meeting that USB Biometric Fingerprint Scanner Device for User Authentication & similar uses.
2	Page No. 2	Eligibility Criteria for the bidder The bidder must have at least 25 customer reference sites of local area network installation (Each Purchase order should include Router/ Switch/ I/Os along with Cat 6 cable & Cable laying) or 25 reference sites each of minimum 50 machine (compute) installations in India. Customer references & Purchase orders must be uploaded along with the bid. (Form No. E-3)	The Bidder must have experience of supply and installation of at least 100 nos. of Biometric Devices & Bluetooth Thermal Printers within State / Central Governments /PSU Sector in India. Please looking to the matter and do release the amendment/corrigendum accordingly so more OEM can Participate with their authorized partners.	As per Bid
3	Page No. 12 Technical Specification of Bluetooth Thermal Printer	Dot/inch - 200 dots minimum	Change required 180 dpi or above	As per Bid
4	Page No. 2 Clause No. 38	Bidder must ensure that the warranty support & service should be available up to delivery locations to provide repairing cum replacement services of faulty equipments within 48 hrs. Bidder is required to provide the name & address & contact details of the firm for providing warranty support & repairing cum replacement service up to delivery locations.	OEM & Bidder must ensure the warranty support & services should be available upto delivery location to provide repairing cum replacement services of faulty equipments within 48 hrs. Bidder is required to provide the name & address & contact details of the firm for providing warranty support & repairing cum replacement service up to delivery locations.	As per Bid
5		Additional Request	Additional Clause- We request you to add IP54 Rating Certificate for resistance to dust & water level in order to maintain the uptime	See the changes in Corrigendum.
6	Page No. 12 Technical Specification of Bluetooth Thermal Printer	Additional Request	1.Certification Suggestion : RoHS (Certificate for Industry Standard) IP54 (Certificate for Industry Standard) BIS certificate /ISO Certification of Products	See the changes in Corrigendum

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7		Additional Request	2. Communication Interface Suggestion: Serial- RS-232 via Bluetooth port communication Wi-Fi- optional You can to select blue tooth / wifi model	As per Bid
8		Additional Request	3. Service Support Suggestion : OEM Service centre details in Gujarat. OEM Website for check warranty	As per Bid
9	Page No. 12 Technical Specification of Bluetooth Thermal Printer	Printing Technology/ Method - Thermal line Printing Character set - Should Support alphanumeric, international, Barcode and graphic, QR-Code Interface - At least Bluetooth 3.0 Data Buffer - 4000 bytes minimum Dot/Line - 375 dots minimum Dot/inch - 200 dots minimum Battery Life - Minimum 24 hrs. with Bluetooth Standard Accessories - Setup files, drivers, guide battery, charger or adapter, belt clip Supported OS - Mobile IOS, Android and Windows	Battery mA/H needs to be define as 24 hrs no battery can work	See the changes in Corrigendum.
10			Printing Width not mentioned	As per Bid
11			Technology is Thermal transfer technology	See the changes in Corrigendum.
12			Printing speed needs to be define in mm/seconds or inch/second	As per Bid
13			Application based on any specific OS?	Application based on Android/iOS
14			For iOS Bluetooth Generally V2.1	As per Bid
15			Printer Resolution needed if possible	As per Bid
16	Page No. 2	Eligibility Criteria for the bidder The bidder must have at least 25 customer reference sites of local area network installation (Each Purchase order should include Router/ Switch/ I/Os along with Cat 6 cable & Cable laying) or 25 reference sites each of minimum 50 machine (compute) installations in India. Customer references & Purchase orders must be uploaded along with the bid. (Form No. E-3)	As Blue tooth Printer is using in Field so fast service response experiance should require so it is kindly request to maintain The Bidder must have experiance of supply and installation of 100 nos. of Bluetooth Thermal Printers to any Government of Gujarat Department.	As per Bid
17	Page No. 12 Technical Specification of Bluetooth Thermal Printer	Additional Request	Please Maintain Blue Tooth Thermal Printer Size – 2 “ or 3 “ (It is advisable to use 3 “ Blue Tooth Thermal Printer for E Challan application as it is easily readable and Maintain receipt in Pocket. Now days Entire India Police Department using 3 “ Thermal Printer for E challan application i.e Hyderabad, Telagana, Karnataka, Delhi, M.P etc. Also there is little bit price difference between 2 “ and 3 “ Printer (as only Mechanism part is change in product)	See the changes in Corrigendum.
18		Additional Request	For Ruggedness of Bluetooth Printer please maintain following points. (a) IP 42 Rating (b) B.I.S Certificate of Product (c) Battery – 7.4 v / 2200 mah or above	See the changes in Corrigendum.