

Responses to Pre-bid Queries

Bid for Purchase of USB Biometric Fingerprint Scanner Devices on behalf of Food, Civil Supplies & Consumer Affairs Department, Gandhinagar (Tender No. HWT111018518)

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	The bidder must have one office in Gujarat. In case, bidder does not have office in Gujarat, bidder should give undertaking to open office in Gujarat within 45 days from the date of purchase order.	Office in Gujarat need not be compulsory instead support service centre can be compulsion .	As per Bid document.
2	Page No. 6 / Section 2 / General Terms & Conditions	The bidder will have to submit Bid Processing Fees (Non refundable) of Rs. 5,900/- & Earnest Money Deposit (E.M.D.) of Rs. 1,90,000/- (Rupees One Lac Ninety Thousand Only) (Refundable) on or before date & hours of submission of bid in a sealed cover at GIL office with the heading "Bid processing Fees & EMD for E-tender no HWT111018518 for Purchase of USB Biometric Fingerprint Scanner Devices on behalf of Food, Civil Supplies & Consumer Affairs Department, Gandhinagar.	Request is to Exempt the MSMEs from EMD amount	As per Bid document.
3	General	Post technical qualification we as bidder request to GIL- At the time of POC with existing applications wherever these biometric devices will be used. Developer of the application vendor (either GIL or Third party vendor whomsoever) should must be there to support for integration since it is known that as a other than existing biometric device vendor we can only integrate with standard UIDAI application but for custom made application it is required to get developer side assistance if any modification need to be done for successful POC of other devices as well .		Department PDS Application is developed by NIC and these devices will be used with this application. As per bid clause no. 28 of SECTION II (Page no. 7 & 8), "If required, GIL / Indenting Department may ask technically qualified bidders to arrange for the demonstration of the quoted Biometric Fingerprint Scanner Devices along with the relevant Software Development Kit (SDK) / Integration Software / Libraries Support for the integration with the Department Application as per the requirements of purchasing department. Bidders have to ensure for the integration / compatibility with the application of indenting department."
4	Page No. 4 / Section 1 / Eligibility Criteria	The bidder should have experience of supply & installations of minimum 2,000 numbers of Biometric Fingerprint Scanner Devices in India in last 5 years as on bid submission date.	We request to amend this query as that "The bidder / OEM should have experience of supply & installations of minimum 1,000 numbers of Biometric Fingerprint Scanner Devices in India in last 5 years as on bid submission date.	As per Bid document.
5	Page No. 6 / Section 2 / General Terms & Conditions	The bidder will have to submit Bid Processing Fees (Non refundable) of Rs. 5,900/- & Earnest Money Deposit (E.M.D.) of Rs. 1,90,000/- (Refundable) on or before date & hours of submission of bid in a sealed cover at GIL office with the heading "Bid processing Fees & EMD for E-tender no HWT111018518 for Purchase of USB Biometric Fingerprint Scanner Devices on behalf of Food, Civil Supplies & Consumer Affairs Department, Gandhinagar.	We are being registered as MSME & NSIC. Requested to kindly exempt us from submission of Earnest money security deposit.	As per Bid document.

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6	Page No. 4 / Section 1 / Eligibility Criteria	The bidder should have a total sum of turnover of Rs. 15 Crore (Minimum) in the last three financial years as on 31st March 2018.	We are 2 years old company. Registered in Start up India program. We would request to allow bidder with total sum of turn over 15 crore in 1/2/3 years	Clause is revised as mentioned below: "The bidder should have a total sum of turnover of Rs. 5 Crore (Minimum) in the last three financial years as on 31st March 2018."
7	Page No. 4 / Section 1 / Eligibility Criteria	The bidder should have experience of supply & installations of minimum 2,000 numbers of Biometric Fingerprint Scanner Devices in India in last 5 years as on bid submission date. Customer references & Purchase orders must be attached along with the bid. (Form no. E-3)	We are new OEM registered with Start up India. We would request to change the total supply requirement to 1500 nos.	As per Bid document.
8	Page No. 8 / Section 2 / General Terms & Conditions	37.1. Warranty: Comprehensive onsite warranty of 3 Years from the date of installation of procured equipments.	We would request to change it to remote support as most of the time, this require replacement of device. Device should reach to taluka or tehsil & provide remote support.	As per Bid document.
9	Page No. 9 / Section 2 / General Terms & Conditions	38.2 a) During warranty period, if the complaint is not resolved within 48 hrs, the penalty of Rs. 200 per day will be levied for Biometric Fingerprint Scanner Devices. However, if the complaint is not resolved within 7 days then from 8th day till 14th day, the penalty would be levied @ 150% and from 15th day onwards the penalty @ 200% of the above rates would be levied. The amount of penalty will be recovered from the Performance bank guarantee during warranty period.	This product doesn't require onsite repair. Remote support will be provided for ascertain hardware / Software failure. Hardware requires replacement in case of failure. We would request provide 72 hrs minimum to resolve as courier will take 2-3 days to deliver at certain sites.	As per Bid document.
10	Page No. 11 / Section 3 / Minimum Technical Specification	https://uidai.gov.in/images/resource/List_of_UIDAI_Certified_Biometric_Devices_13072017.pdf	Please find the STQC certified device list released on 20-Dec-2017 http://www.stqc.gov.in/sites/upload_files/stqc/files/List%20of%20BiometricDevices_readywith%20RD%20service_20-12-201.pdf	As per Bid document.