Response of the Pre-bid Query for Tender No: SW03082018167
"Revised Request for Proposal for "Selection of System Integrator to Supply, Installation, Commissioning & Maintenance of Aadhaar Enable Biometric Attendance System for the Social Justice and Empowerment Department (Government of Gujarat)"

S.No	Bidding Document Reference (Clause /page)	Content of RFP requiring clarification	Points of Clarification required	Final Clarification
1	2.2 Pre-qualification Criteria Page No. 9	**Criteria # 3** The Bidder should also have average annual Turnover of above Rs. 10 crore in each year or cumulative turnover of Rs. 30 crore during last 3 audited financial years (2016-17, 2017-18, 2018-19) from business of supply, installation, commissioning & maintenance of AEBAS devices and software solution.	1. This is restricting criteria, as there are many SIs who possess capabilities of delivering such type of project but may not have this much of TO only from supply, installation, commissioning & maintenance of AEBAS devices and software solution.Therefore we request you to keep below criteria **"The Bidder should also have average annual Turnover of above Rs. 50 crore in each year during last 3 audited financial years (2016-17, 2017-18, 2018-19) from Website/Web Application and Software Development"** This will allow more bidders to participate and to have a fair competition.	As per RFP
2	2.2 Pre-qualification Criteria Page No. 9	**Criteria # 4** The bidder should have implemented/ongoing at least 3 (Three) AADHAAR enabled biometric attendance system projects (which includes supply, installation, commissioning & maintenance of AEBAS devices and software solution) for Central / State Government / PSU organization in India with the project cost of at least Rs. 1 crore each in last 5 (Five) financial years.	1. We request you to change the criteria as: "The bidder should have implemented/ongoing at least 3 (Three) AADHAAR enabled biometric attendance system projects (which includes supply, installation, commissioning & maintenance of AEBAS devices and software solution) for Central / State Government / PSU organization in India with the project cost of at least Rs. 1 crore each in last 5 (Five) financial years. OR The bidder should have experience of designing, development & implementation of web based application for Central / State Government / PSU organization in India with the project cost of at least Rs. 2 crores in last 3 (THREE) financial years."	As per RFP
3	2.2 Pre-qualification Criteria Page No. 9	Out of three projects mentioned in pre-qualification criteria 4. (section 2.2), bidder should have successfully delivered at least one project with minimum 400 AADHAAR enabled biometric terminal devices	1. We request you to drop this criteria in view of the change requested.	As per RFP
4	2.25 Methodology & Criteria for Technical, Commercial and final evaluation Page No. 17	2.25.7 The following criteria shall be used to evaluate the technical bids Average Turnover of firm/ company in last three financial years (in Rs.) as on 31st March, 2019 from supply, installation, commissioning & maintenance of AEBAS devices and software solution	1. We request you to remove the Turnover Criteria from Specific Domain, this will leads to the minimum participation and allow the Turnover from IT/Software Services.	As per RFP

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5	2.25 Methodology & Criteria for Technical, Commercial and final evaluation Page No. 17	2.25.7 The following criteria shall be used to evaluate the technical bids Completed / ongoing Projects supply, installation, commissioning & maintenance of AEBAS devices and software for Central / State Government / PSU organization of more than Rs. 1 Crore in last five years.	1. We request you to change this criteria in view of the change requested in criteria # 4.	As per RFP
6	3.5 Inspections and Tests Page No. 25	3.5.2 As per Govt. Of Gujarat circular dated 10th March 2006, the SJED applications must be tested at EQDC, GIDC, Gandhinagar or at the location specified by SJED at the cost of SI. The different types of below mentioned tests that has to be performed through EQDC	1. EQDC never share the upfront quote for the testing and it will be very difficult for the vendor to give the quote at the time of submission therefore we request you to remove the EQDC from the scope OR allow department to bear the charges of EQDC and pay directly.	As per RFP. Cost will be borne by Bidder.
7	3.5 Inspections and Tests Page No. 25	3.6 Application Security Audit In addition to inspection & testing, the SI shall also be responsible to get application security audited by CERT-In Empaneled application security auditors at the cost of the SI and submit the Security Audit Clearance Certificate issued by CERT-In Empaneled Security Auditors.	1. We assume that department will bear the charges of Security Audit and pay directly to the 3rd party auditor. Please confirm. 2. If above is not the case then kindly share the total number of audits need to be performed before Go-Live and during Maintenance Activity. 3. Do we need to perform the audit for Hardware?	1. As per RFP - Expenditure of the security audit will be borne by SI 2. Security audit needs to be performed before go-Live/hosting at SDC. All the vulnerabilitties found needs to be fixed. In maintenance phase department/SDC will take care of security audit every 6 months,bidder only needs to fix the vulnerabilities. 3. no security Audit of Harwadre is required, however In all 3 phases of implmentaion -in Each phase we will randomly Test 2 no. of biometric devices at EQDC and cost will be borne by bidder.
8	6 Scope of work Page No. 36	i) Provide the real time web based biometric attendance portal	1. Providing Real-time attendance is bit difficult and required large amount of bandwidth and also will adversely affect the speed & performance of the application therefore we request you to kindly allow fixed time based data fetching from device to web portal.	As per RFP
9	6 Scope of work Page No. 36	ii) Provide necessary support for registration of employees/student on portal	1. Kindly share the total number of Employees and Students need to be registered in the proposed application. 2. Kindly share the feature & functionality for employee and student in the proposed web portal.	1. As per RFP 2. As per RFP
10	6 Scope of work Page No. 36	iii) Provide training to end users	1. Kindly share the list of locations where training need to be conducted. 2. Kindly share the number of trainings need to be provided(If required). 3. We assume that required training infrastructure will be provided by the department. Please confirm	1. Training to be conducted at central location at Gandhinagar/SJED office. 2.As Per RFP. 3. As Per RFP.

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11	6 Scope of work Page No. 36	iv) Provide post-implementation on-site support and comprehensive warranty for 5 (five) years for the supplied items.	1. We assume that full time on-site resource is not required and whenever any defects found in the device the resource should be available onsite to resolve the issue. Please confirm.
			2. If above is not the case and full time dedicated resource is required then kindly share the below details:
			  2.1. List of locations where resource need to be deployed.
			  2.2. Total number & type of resource need to be deployed.
			  2.3. Resource Experience & Qualification Details
			  2.4. assuming that all required infrastructure such as Office Space, Electricity, Workstation will be provided. Please confirm.
				Onsite fulltime resource is not required however bidder needs to adhere the SLA to resolve issue/defects raised by department/helpesk support team.

12	6 Scope of work Page No. 37 & 38	6.2 Scope of work for Supply, Installation, Commissioning & Maintenance of AADHAAR enabled wall mounting Biometrics Devices	1. We assume that if number of offices increased more than 25% in that case it will be consider as CR and additional charges will be applied. Please confirm.	The quantity mentioned for biometric devices may vary by +/- 25% if it exceeds more than 25% than it will be considered as CR and discovered rate in RFP will be applied
13	6 Scope of work Page No. 39	**6.4 Scope of work of web attendance portal** SI shall be responsible to registered officials and students on the portal and biometric device	1. Kindly share the total number of Employees and Students need to be registered in the proposed application. 2. Kindly share the exact details need to be captured in the proposed web portal. 3. How you will map the finger print of the user with the registered user in portal? Kindly share the business logic for the same.	As Per RFP.
14	6 Scope of work Page No. 39	**6.4 Scope of work of web attendance portal** HO and Each sub office will have their user login and password of web attendance portal to manage their students and staff user profile and see attendance reports and dashboards	1. Kindly share the total number of users who will be accessing the web portal including Faculty and Administrative Staff. 2. Kindly share the exact details need to be fetched in the dashboard. 3. Kindly share the types of users who will be accessing the proposed Portal.	As Per RFP.
15	6 Scope of work Page No. 40	**6.4 Scope of work of web attendance portal** b. Employee Self Service Login	1. Kindly share the detailed feature & functionality post logged-in into the proposed web-portal.	As Per RFP.
16	6 Scope of work Page No. 40	**6.4 Scope of work of web attendance portal** d. Outside office/Late permission	1. How the users will be marked attendance if they are on official duty for a day? 2. Kindly share the step-by-step process and approval workflow for mark the late permission.	As Per RFP.
17	6 Scope of work Page No. 40	**6.4 Scope of work of web attendance portal** f. Integrates with other modules like Leave management	1. We assume that Leave Management application is already in-place and the same is not part of the current scope. Please confirm 2. If above is not the case and SP need to develop the leave management module in that case kindly share the detailed feature & Functionality, Business Logic, Approval Workflow and Leave Policy. 3. We assume that required Web Services / API will be provided by the department for integration. Please confirm.	Integration is not required with Leave management module.

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18	6 Scope of work Page No. 40	**6.4 Scope of work of web attendance portal** g. Flexible Timing Provisions	1. Kindly share more details about the flexible timing. What need to be achieved in the proposed web portal?	As Per RFP, further can be decided in requirment gathering phase.
19	General	Third Party Integration	1. Kindly share the 3rd party application to be integrated with the proposed web portal. 2. We assume that all required Web Service / API will be provided by the department. Please confirm.	As of now not required.However system should be capable to integrate with 3rd party applications. For all 3rd party integrations APIs will be provided by department.
20	General	Student Self-Login	1. We assume that self-login for student is not part of the scope. Please confirm. 2. If above is not the case then kindly share the detailed feature & functionality of Student self-login with us.	self-login for student is not part of the scope.
21	Section II: Instructions To Bidders (ITB) Sub Section 2.2 Pre-qualification Criteria RFP Page No. 9, Sr No. 3, 4, 5	Pre-qualification Criteria	As project is about 850 devices that to with 5 years CAMC, a stable and proven OEM is required, which can be measure in terms of project and hardware count. We request you to include additional prequalification criteria for OEM along with Bidder. Hence we suggest including following criteria for OEM. "OEM should have experience of AEBAS with minimum 15000 devices in single project or two projects". "OEM should have at least average annual turnover of Rs. 100 Crores for last 3 years".	As per RFP
22	Page no. 38	The minimum Technical Specifications Type: Wall mounted terminals – Integrated Android Tablet and Single Fingerprint Scanner Device Housed in a Rugged Casing	Instead of tablet based device we recommend to have embedded devices. Reason are as under • Tablet is general purpose hardware which can be misused for certain other application by students/ staff. • Performance of embedded device is higher as compare to tablet. • Most of the Government projects are embedded device driven only as they are fool proof and low on maintenance. Maintenance of embedded device is lower as compare to tablet based device. • Embedded device has proper integration of scanners, power supply and other utilities while tablet device has patch work.	Bidder may propose Tablet based /Enbedded devices and should meet all the minimun Technical Specification requirement as per RFP.
23	Page no. 3	The minimum Technical Specifications Storage: 16 GB or higher (expandable up to 32 GB)	Instead of 16 GB storage 8 GB is sufficient. As device is not supposed to store any biometric data and other application.	As Per RFP.

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24	Page no. 38	The minimum Technical Specifications Memory: 2 GB RAM or higher	1 GB ram is more than enough for Aadhaar verification, backhand services as well as android services. Addition ram will have cost impact.	As Per RFP.
25	Page no. 39	The minimum Technical Specifications Operating System: OS – Android 8.0 or higher	Operation system should be GMS certified.	As Per RFP
26	Page no. 39,	The minimum Technical Specifications, Biometric Sensor Certification: STQC/ UIDAI Certified - STQC certified Single Finger-Print biometric device for adhar Authentication with driver, in built template extractor software/SDK (mandatorily with license, if required	Certificate for Tablet like CE/ROHS/BIS is must. Ingression rating should be IP54.	As Per RFP
27	General Terms: Technical Specification		AEBAS system need Aadhaar input + fingerprint. In case students are too young, than recommend to have card + finger, where card number will be carrying Aadhaar number which will be automatically fetch by device	As Per RFP
28	Page No: 28	Serial No: 4.2: Payment Schedule	We recommend payment terms as follows: •⬜ 50% against hardware delivery, •⬜ 10% against submission of design document, •⬜ 35% against work completion and •⬜ Balance 5% after warranty expire	As per RFP.
29		Pre Qualification Criteria	The Bidder/OEM should also have average annual Turnover of above Rs. 10 crores in each year or cumulative turnover of Rs. 30 crores during last 3 audited financial years (2016-17,2017-18, 2018-19) from business of supply,installation,commissioning & maintenance of AEBAS devices and software solution	As Per RFP
30		Pre Qualification Criteria	The bidder/OEM should have implemented/ongoing at least 3 (Three) AADHAAR enabled biometric attendance system projects (which includes supply, installation, commissioning & maintenance of AEBAS devices and software solution) for Central I State Government I PSU organization in India with the project cost of at least Rs. 1crore each in last 5 (Five) financial years	As Per RFP
31		Pre Qualification Criteria	Out of three projects mentioned in prequalification criteria 4. (section 2.2),Bidder/OEM should have successfully delivered at least one project with minimum 400 AADHAAR enabled biometric terminal devices.	As Per RFP
32		Payment Terms	Payment terms: need to modify payment terms. We recommend to have 50% against hardware delivery, 10% against submission of design document, 35% against work completion and rest after warranty expire	As Per RFP
33			AEBAS system need Aadhaar input + fingerprint. In case students are too young,then recommend to have card+ finger, where card number will be carrying aadhaar number which will be automatically fetch by device.	As Per RFP
34			Instead of tablet based AEBAS device we recommend to have Embedded devices. Now most of the govt. project are embedded device driven only as they are fool proof and low on maintenance.	As above

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35			We are also requesting you to extend the date and waiting for solutions of the above-mentioned queries for healthy participation	Bid submission date is Extended
36	General(Consortium)		Please allow consortium which will give fair and healthy competition.	As Per RFP
37	General		As discussed in pre-bid meeting, the required attendance starts from Jr. Kg students, then it bit difficult to attendance from those students who can not able to remember their aadhar no. and put in tablet. Hence, we request you to allow face recognised software system or biometric attendance only without aadhar. therefore, allow ITES service provide to be participate along with AEBS solution provider.	As Per RFP
38	3.1 / Page 24	3.4.2 The IPR/Source code of all the software code, data, algorithms, documentations, manuals, any other documents etc. generated as part of development of this project shall solely rest with SJED, Govt. of Gujarat. There would be a property of SJED.	Does it mean software / application development will be done at SJED designated development center? If so, Hope will we get all the development hardware infrastructure managed by SJED?	Onsite Development is not required.
39	3.5 /Page 25	3.5.2 As per Govt. Of Gujarat circular dated 10th March 2006, the SJED applications must be tested at EQDC, GIDC, Gandhinagar or at the location specified by SJED at the cost of SI. The different types of below mentioned tests that has to be performed through EQDC. · Stress/Load testing, · Performance testing, · Security testing,	If testing's will be done at EQDC, Hope the testing infra will be provided by EQDC only? Please confirm.	Testing will be performed by EQDC on their testing environment. Bidder needs to provide entire source code to EQDC
40	6.1/Page 36	Network Connectivity - SI shall be responsible to provide the network connectivity (Internet bandwidth) to biometric devices, so that device communicate with UIDAI authentication Server and web attendance portal.	Biometric devices to be connected to central server either through Wi-Fi, or wireline connection? Please detail the expectation.	Any mode of connectivity is accepeted whether wi-fi, wireline, sim card based etc... However minimum 4 MBPS connectivity is expected all the time at Biometric devices.
41	6.2	Enable an enrolled user to punch the Employee ID/ AADHAAR and submit the biometric fingerprint for time stamping, verification by Unique Identification Authority of India- CIDR.	As the biometric verification and Authentication will be done via UIDAI system - CIDR, Hope SJED/GIL has its own KUA and AUA arranged for this job?	It will be provided by Social Justice & Empowerment Department
42	6.2	Connectivity and others - · Wi-Fi 802.11 b/g/n · Ethernet (LAN) · SIM Card Support Security 3DES with 4G or higher	For any center we can use either of these? (Or) Combination of these? (Or) We have to keep all these 3 options? The offices and hostels might already have some internet connections. Can it be used for this project?	Any one type of mode of connectivity is accepeted whether wi-fi, wireline, sim card based etc... However minimum 4 MBPS connectivity is expected all the time at Biometric devices.

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43	6.4	Software/APKs - Latest AEBAS authentication software should be preinstalled along with pop-up blocker. SI will also be responsible to install and update necessary security software and android OS updates to ensure security of Biometric data of user	Hope SJED will provide the AEBAS authentication software? Which all entities will be the interfacing points - UIDAI, NIC, Department etc.?	As Per RFP - Bidder is responsible.
44	6.2	No. of offices/hostels and No of Biometric Devices Required	Hope All the 845 Biometric devices will be installed in offices / Institute campus only not at any isolated location away from the same. Please confirm.	As Per RFP,
45	6.4	h. Storage of attendance information at the central server located at State Data Centre, Gandhinagar. In case of internet disconnection, the data should be saved on local system and the data should be ported to central server as the connectivity restores.	Basically Aadhaar enabled attendancesystem needs the connectivity with UIDAI. Without that attendance won't be marked as we are not storing any biometric data in the device for offline verification. In that case what is meant by 'data should be stored in local system'? Please clarify.	Data storage at local devices is not required.
46	6.4	Web attendance portal should have facility to enable and disable devices.	Who will provide and manage MDM services? Is that to be factored by bidder?	It is not required to have facility to enable and disable devices.
47	6.1	SI shall be responsible to Supply, Installation, Commissioning & Maintenance of AADHAAR enabled wall mounting Biometrics Devices across the location specified by Department. SI is also responsible to register all the users (employees/students) in system.	Would these devices be registered with RD service of UIDAI?	As Per RFP.
48	2.2 Pre- qualification Criteria Sr no. 3 Pg 9 of 72	The Bidder should also have average annual Turnover of above Rs. 10 crore in each year or cumulative turnover of Rs. 30 crore during last 3 audited financial years (2016-17, 2017-18, 2018-19) from business of supply, installation, commissioning & maintenance of AEBAS devices and software solution.	We request the department to amend the clause as "The Bidder should also have average annual Turnover of above Rs. 10 crore in each year or cumulative turnover of Rs. 30 crore during last 3 audited financial years (2016-17, 2017-18, 2018-19) from business of supply, installation, commissioning & maintenance of AEBAS devices/ **Biometric tablets** and software solution"	The Bidder should also have average annual Turnover of above Rs. 10 crore in each year or cumulative turnover of Rs. 30 crore during last 3 audited financial years (2016-17, 2017-18, 2018-19) from business of supply, installation, commissioning & maintenance of AEBAS devices/**Biometric tablets** and software solution. Accordingly Technical evaluation will be done

S.No	Bidding Document Reference (Clause /page)	Content of RFP requiring clarification	Points of Clarification required	Final Clarification
49	2.2 Pre- qualification Criteria Sr no. 4 Pg 9 of 72	The bidder should have implemented/ongoing at least 3 (Three) AADHAAR enabled biometric attendance system projects (which includes supply, installation, commissioning & maintenance of AEBAS devices and software solution) for Central / State Government / PSU organization in India with the project cost of at least Rs. 1 crore each in last 5 (Five) financial years.	We request the department to amend the clause as" The bidder should have implemented/ongoing at least 1 (One) biometric attendance system projects (which includes supply, installation, commissioning & maintenance of AEBAS devices / **Biometric tablets** and software solution) for Central / State Government / PSU organization in India with the project cost of at least **Rs. 10 crore** in last 5 (Five) financial years".	The bidder should have implemented/ongoing at least 3 (Three) AADHAAR enabled biometric attendance system projects/Biometric Tablet with Software Solution (which includes supply, installation, commissioning & maintenance of AEBAS devices/ **Biometric Tablet** and software solution) for Central / State Government / PSU organization in India with the project cost of at least Rs. 1 crore each in last 5 (Five) financial years. Accordingly Technical evaluation will be done
50	2.2 Pre- qualification Criteria Sr no. 5 Pg 9 of 72	Out of three projects mentioned in pre- qualification criteria 4. (section 2.2), bidder should have successfully delivered at least one project with minimum 400 AADHAAR enabled biometric terminal devices	We request the department to amend the clause as "The projects mentioned in pre-qualification criteria 4. (section 2.2), bidder should have successfully delivered at least one project with minimum 1000 biometric terminal devices	As Per RFP.
51	2.25.7 Sr no.1 Methodology & Criteria for Technical, Commercial and final evaluation Page 17 of 72	No. of years of operation in India in the business of supply, installation, commissioning & maintenance of AEBAS devices and software solution as on date of bid submission	As the nature of bid is around IT/ITES, we suggest SJED to consider experience on the same as projects on AEBAS devices and software solution is still very few in India and limited number of organizations have experience on such projects. Broadening the business operation area of bidder would allow maximum participation and hence best competitive price against this bid.	No. of years of operation in India in the business of supply, installation, commissioning & maintenance of AEBAS devices/**Biometric Devices** and software solution as on date of bid submission
52	2.25.7 Sr no.2 Methodology & Criteria for Technical, Commercial and final evaluation Page 17 of 72	Completed / ongoing Projects supply, installation, commissioning & maintenance of AEBAS devices and software for Central / State Government / PSU organization of more than Rs. 1 Crore in last five years	We request the department to modify the clause as "Completed / ongoing Projects supply, installation, commissioning & maintenance of AEBAS devices/ biometric tablet and software for Central / State Government / PSU organization of more than Rs. 10 Crore in last five years"	Completed / ongoing Projects supply, installation, commissioning & maintenance of AEBAS devices/**Biometric Tablets** and software for Central / State Government / PSU organization of more than Rs. 1 Crore in last five years
53	4.13 Limitation of Liability Page 31 of 72	The entire liability of the bidder shall be limited to Maximum (Limitation of liability) = Payment made to the bidder and explicitly exclude all direct, indirect and consequential losses impact, etc. to the Department except as may be determined by courts of law under the applicable law and awarded after following the due process of law.	As per general practice in various govt tenders, we suggest the Maximum Liability to be capped equivalent to the total contract value only, Please amend the clause accordingly.	As Per RFP.
54	2.12 Bid, Prices pg. no.-12	The prices quoted should also include, inlandtransportation, insurance and other local costs incidental to delivery of the goods and services to their final destination within the state of Gujarat	Hope Insurance of the goods will be responsibility of Bidder till the delivery only, post that it will be taken care by GIL/SJED?	As Per RFP.

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55	2.12.4.4 Bid Prices pg. no. 13	This shall also include the cost of integration with applicable modules of integrated solutions.	Hope there will not be integration with GIL's / SJED's any other existing system/web application? If so, Please provide the detail.	As of now not required.However system should be capable to integrate with 3rd party applications. For all 3rd party integrations APIs will be provided by department.
56	3.4.2 Intellectual Property Rights (IPR) pg. no. 24	The IPR/Source code of all the software code, data, algorithms, documentations, manuals, any other documents etc. generated as part of development of this project shall solely rest with SJED, Govt. of Gujarat. There would be a property of SJED.	All the software components and customization will be handed over to GIL/SJED however source code will rest with bidder only, Please change the clause accordingly?	As Per RFP.
57	3.6 Application Security Audit: pg. no. 26	f) Before the Application modules are taken over by SJED, the SP shall supply operation manuals and technical design and development documents. These shall be in such details as will enable SJED to use the software as stated in the specifications. The documentation shall be in English/Gujarati language and in such form and numbers as stated in the contract document. Unless and otherwise agreed, the software shall not be considered to be complete for the purpose of taking over until such documentation has supplied to SJED.	All the documentation around web application development will be technical documentation which is preferred in English only, not in any regional language. Please confirm if it is fine.	Yes.English Only.
58	6.1 Key Components of Scope of Work pg. no. 37	Training	What will be duration of per batch training?	1 Day training.
59	6.1 Key Components of Scope of Work pg. no. 37	Training	Hope all the trainings will be conducted in one go and one after another and that too at one central location? Please confirm.	Training to be conducted at centrla location at Gandhinagar/SJED office. It will be 10 batch training program as per RFP.