

Sr. No	Bid Reference(s) (Section, Page)	Content of Bid requiring clarification	Points of clarification required	Response
1	4. SYSTEM REQUIREMENTS AND SPECIFICATIONS 4.1 Admin Module : PAGE NO.- 15	POINT NO. 3(C) Mapping of Attendance Device with Site Incharge with contact details	KINDLY CLARIFY	There should be provision in device management application to add contact no. and name of site incharge against each device
2	4. SYSTEM REQUIREMENTS AND SPECIFICATIONS 4.1 Admin Module : PAGE NO.- 15	POINT NO. 3(D) Management of Attendance Device with history including start date and end date, allocation details, etc.	KINDLY CLARIFY	This is in terms of where it is installed when it started/ commenced and end date in case of replaced. E.g. Device Allocated – Ward Office , Device Issued on – 25.05.2018, Device End Date – 31.06.2018 (in case if replaced with the other device)
3	4. SYSTEM REQUIREMENTS AND SPECIFICATIONS 4.2 Employee Enrollment & Management Module PAGE NO.- 15	POINT NO. 5 Should have provision for automatic as well as manual transfer of data from the device to the computer and vice-a-versa.	MANUAL OPTION IS AVAILBLE	RFP Terms Prevail
4	4. SYSTEM REQUIREMENTS AND SPECIFICATIONS 4.2 Employee Enrollment & Management Module PAGE NO.- 16	POINT NO. 9 Prior to complete enrollment process, there should be provision to check for duplicate records matching the biometric profile of the employee being enrolled.	KINDLY CLARIFY WHERE IT IS REQUIRED ON HARDWARE END OR AT SOFTWARE END	On both the end Hardware as well as Software End
5	4. SYSTEM REQUIREMENTS AND SPECIFICATIONS 4.3 Attendance Device Management Module : PAGE NO.- 16	POINT NO. 3. There must be provision to maintain and retrieve historic data.	KINDLY CLARIFY THE TERM HISTORIC DATA	Manage Retention of Historical Data in System-Versioned Tables. There should be provision to maintain the master and transaction data history.
6	4. SYSTEM REQUIREMENTS AND SPECIFICATIONS 4.5 Card Issuance Module : PAGE NO.- 16	POINT NO. 4. The history of the cards issued to a particular employee should be maintained.	KINDLY CLARIFY	This is in terms of Mapping of Employee Card issued to Employees. e.g. one card issued to employees in case of loss of card or damage of card situation if we issue another card. The history of the cards issued to an employee should be maintained.

7	4. SYSTEM REQUIREMENTS AND SPECIFICATIONS 4.5 Card Issuance Module :PAGE NO.- 17	POINT NO. 5. The module should provide the facility export and store relevant information to store specific employee information in the card.	KINDLY CLARIFY	There should be feature to export specific information of employee like employee no., employee name, employee designation, department name etc. to store on card.
8	4. SYSTEM REQUIREMENTS AND SPECIFICATIONS 4.6 Employee Attendance & Enrollment Data Transfer : PAGE NO.- 17	POINT NO. 4. There should be facility to define the authentication mode for a given employee device wise (e.g. one employee may be defined to mark attendance using face recognition on one machine and using finger print on the other machine).	KINDLY CLARIFY; AS IN GENERAL SOFTWARE EXPORTS ALL TEMPLATES OF ONE DEVICE TO ANOTHER WHICH INCLUDES FACE AND FINGER BOTH	This is in terms of configuration of Face authentication for Office User and Finger Authentication for Remote/ Outside office Users. e.g. employee 12345 will mark attendance by Face Authentication in Office Machine while he/she can able to mark Attendance by using Finger at remote offices/ sites.
9	4. SYSTEM REQUIREMENTS AND SPECIFICATIONS 4.13 Hardware Specification :PAGE NO.- 21	POINT NO. 20 : To capture picture of authorized or unauthorized users & transfer the same to server on real time basis w/o any delay unless network is down.	ONLY AUTHORISED PERSON CAN BE CAPTURED BY THE DEVICE	RFP Terms Prevail
10	4. SYSTEM REQUIREMENTS AND SPECIFICATIONS 4.13 Hardware Specification :PAGE NO.- 23	POINT NO. 20 : To capture picture of authorized or unauthorized users & transfer the same to server on real time basis w/o any delay unless network is down.	ONLY AUTHORISED PERSON CAN BE CAPTUR	RFP Terms Prevail
11	6.6 Bid Fee & Earnest Money Deposit (EMD) (Page 29)	Failure to submit Bid Fee and EMD as required shall lead to the bid being rejected summarily.	Is there an option for EMD exemption for MSEs registered organization?	RFP Terms Prevail
12	Page – 20 , SI No. 5 – Memory	1000 Face 10000 Finger Template	1000 Face 6000 Finger Template. Face the Primary Authentication Mode. Finger is used for the Secondary authentication , hence 6000 finger template may be sufficient. Further Transaction Log should be increased to 200000 from 100000 , as in case of any problem if the Server get Corrupted and loose the attendance data , in	RFP Terms Prevail

			that case from the Device the logs can be retrieved . 100000 may be less should be minimum 200000.	
13	Page – 20 Sl . No. 11 – Authentication	1:N < 4 Sec	It should be same as 1:N < 1 sec. Authentication speed should be same, otherwise Punch attendance time will be more and long queue.	RFP Terms Prevail
14	Page 21- Sl No. 17 – Security	Ability to detect live face and live fingerprint	As in Face Device – Face is the Primary Authentication Mode. Finger is used for the Secondary authentication . However in Face Device it require Live Face and no Photo , no face Idol etc. can be used . As finger is secondary authentication normal Optical Fingerprint should suffice the requirement.	RFP Terms Prevail
15	Page 22 – Sl no. 5 Memory	500 Face and 5000 Fingerprints on terminal itself.	500 Face 3000 Fingerprint Template on terminal itself. As 5000 finger template should be sufficient.	RFP Terms Prevail
16	Page 22 – Sl no. 7 Camera	Background light of 20,000 lux.	Background light 8000 LUX Less. As normally lesser capacity of Devices are having lesser LUX capacity. Further 8000 Lux will be sufficient if the Devices are installed under nay roof, not under open light condition.	RFP Terms Prevail
17	Page no- 18, Section 4.8.	Other requirements.	Is all 525 nos. of devices we are going to control from one software? OR Are we going to process attendance data as per SMC department/location?	Device Management Software should be one single software for all 525 devices across various offices of Surat Municipal Corporation.

18	Page no - 68	Price bid.	In SSCDL - BiomtricAttendance01-2018 we have to implement Web based attendance system software along with licence RDBMS database. Hence, We request you to please specify where to mention its commercial value?	Please Refer the Current RFP SSCDL-BiometricAttendance-01-2018
19	Page No 8	Technical Bid Submission (In hard copy).	GOI and GOG has imposed e-tendering for Procurement and Contract works for transparent bidding but unfortunately in SSCDL-BiomtricAttendance01-2018 tender SSCDL has asked to submit technical bid in hard copy not on on-line, this will start wrong practice again therefore we are requesting you to ask to submit technical bid on on-line only.	RFP Terms Prevail
20	Page No 21 Point No 4.13 I-16 & Page No 23 Point No 4.13 II-16	Certification of Biometric Device.	Time attendance machine must complies IS-13252(Part 1):2010, Registration certificate of Bureau of Indian Standard for the same must be asked. SMC implementing SSCDL- BiomtricAttendance01-2018, this biometric attendance project is for more than 20,000 executives of SMC. Hence to keep device stability and supportive performance for such a large database we request you to use BIS (Bureau of Indian Standard) Certified devices.	RFP Terms Prevail

21	Page No 29 Point No 6.6	Earnest Money Deposit (EMD).	<p>We was active participant in SSCDL-BiomtricAttendance02- 2017. In process of the same we submitted EMD amount of Rs 1,50,000/- in form of Demand Draft in favor of Surat Smart City Development Limited (Banker – Axis Bank Ltd, DD no- 000832, Dated- 25/10/2017). Now we are participating in SSCDL-BiomtricAttendance01-2018 and SSCDL has asked to submit EMD of Rs 1,50,000/- for this process.</p> <ol style="list-style-type: none"> 1. Please clarify us, Is our old EMD is going to consider as successful attempted tenderer of SSCDL-BiomtricAttendance02-2017 tender. OR 2. We have to issue new Demand Draft of Rs.1, 50,000/- to execute SSCDL-BiomtricAttendance01-2018 tender process. <p>As per above if we accepting process no 2 then please provide us information to claim our EMD amount submitted during SSCDL-BiomtricAttendance02-2017 tender.</p>	<p>RFP Terms Prevail</p> <p>Fresh EMD required to be submitted.</p>
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