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#	Bid Reference(s) (Section, Page)	Content of Bid requiring clarification	Points of clarification required	Response
1	2. Project Background Page 11	SMC wishes to implement the Smart Biometric Attendance System based on the facial recognition technology to mark the attendance of employees working at different locations.	It's mentioned that the attendance will be done through facial recognition, but the device specification asked clearly mention that the device must support finger and card recognition also. Q1) Concerning the same request you to please confirm which will be the primary mode of authentication? Also we suggest the following hierarchy to be followed for authentication i.e Finger > Face > Card Q2) How many employees will be registered in one device ? As it's not possible to register the face centrally at one place and send the data to all the terminals. therefore we suggest to use the above mentioned hierarchy from authentication point of view.	Please refer Addendum & Corrigendum.
2	3.2 Scope Of Work Point 5	Facility to generate alerts for specific events on the screen and also by SMS.	Sms Package and gateway will be in Surat Municipal Corporation Scope - Please confirm	SMC will provide SMS gateway and integration API. The bidder will be required to do necessary integration.
3	Point -3 , Page 13	Enrollment, Card Issuance and printing process	we assument that, this his will be one time during Pilot and further we will provide required training and SMC will do this acitivity for ongoing	Please refer Addendum & Corrigendum for Card Printing activity. Please refer Clause-7.42 for scope related to enrollment activity
4	Point -3, Page 13	Printing set up	The printer is being added in the BOM - Please advise and add the same	RFP Terms prevail. Please refer Addendum & Corrigendum for Card Printing activity.
5	3.3 Scope Of Work In Detail 4. Manpower Requirement Page 13	a. During the first year, the selected bidder shall be required to depute seven (7) resident support engineers at Surat Municipal Corporation. b. During the AMC period, the selected bidder shall be required to depute two (2) resident support engineers at Surat Municipal Corporation.	As manpower is supposed to be deputed during the project timeline. The pricing for the same is not considered in the BOQ Concerning the same we suggest the pricing for the same to be included in the BOQ	RFP terms prevail

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6	Section 4.4.1-4(a),Page No. 15	Created & Manage Contracts a. Create/Edit/Delete Contacts with details of SLA, payments and penalty	Require more details with example to understand in depth.	Please refer Addendum & Corrigendum.
7	Section 4.4.1- 5(c),Page No. 15	c. Mapping of Attendance Device with Site Incharge with contact details	Require more details with example to understand in depth.	Each devices will be allocated to a specific site and there will be site incharge for such site. The details of site incharge should be mapped with device.
8	Section 4.4.1- 9,Page No. 16	The login credentials of the user must be stored in a protected manner with encryption.	Require more details about encryption.	Password information should be stored in an encrypted form as per industry standard.
9	Section 4.4.3,Page No. 16	Attendance Device Management Module will provide functionality to create new attendance devices and manage existing devices.	Require more details regarding existing Devices.	As of now there are no existing devices. Existing device here means, addition of devices over and above the one already allocated as part of this project.
10	Section 4.4.4-1,Page No. 17	Facility to create new entity / company/ contractor with contract details (contract start date, end date, zone, wards, work order no., project code etc)	Require more details regarding creation of zones & wards.	SMC has 7 administrative zones which are further divided in wards.
11	Section 4.4.4-2,Page No. 17	Define manpower requirements	Require more details with example.	RFP terms prevail. Section is self-explanatory.
12	Section 4.4.7-1,Page No. 17	The profile of each and every enrolled employee along with faces and figure templates should be stored in the centralized database.	Can this requirement be eliminated or replaced with only fingerprint or palm vein reader devices?	RFP terms prevail
13	Section 4.4.7- 2,Page No. 17	The profile of set of employees working at a specific site should also be stored in the devise(s) placed at that site.	Require more details with example.	RFP terms prevail. Section is self-explanatory.

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14	Section 4.4.7- 3,Page No. 17	The profile should also be stored in the Employee Card that is to be provided to the employees. In case the employee reports at any other site, the template stored in the card should be used to validate and mark the attendance of the employee.	Required details about user profile data which should be stored in card.	Please refer Addendum & Corrigendum. Necessary employee profile details like employee ID, face template to be stored in card so that in roaming mode, he/she can mark attendance on any device.
15	Section 4.4.9- 1,Page No. 18	The data from the respective site must be transferred to central database. There should be provision to define the interval for the transfer of the attendance data from the device to central database.	Real time data transfer is available. Require to know the purpose behind "interval defined data transfers".	Please refer Addendum & Corrigendum.
16	Section 4.4.10- 2,Page No. 18	Should have various sorting and selection features available to generate the reports i.e. Department wise, Unit wise, employee wise, class wise, designation wise, etc.	Require Details regarding class based classification.	Please refer Section-2, Pg. no. 11 for details.
17	Section 4.4.10- 6,Page No. 19	Reports on - Average working hour report for a given employee	Require more details with example to understand in depth.	Section is self-explanatory.
18	Section 4.4.11- 5,Page No. 20	All the devices should be visible from the central console. The console should indicate the status of each and every device with last reporting time.	Require more details with example to understand in depth.	Section is self-explanatory.
19	Section 4.4.11- 5,Page No. 20	The dashboard and specific reports of the solution as finalized by SMC should be accessible from smart devices	Need detailed clarification.	Section is self-explanatory.

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20	Section 4.4.12-4, Page No. 20	Necessary provisions shall be made in the database as per SMC requirements for integration with the payroll or any other application. The database of payroll system of SMC is currently in MS SQL Server.	Clarification is require regarding exact requirement of SMC.	Integration is required to interchange the data from SMC DB to Biometric DB and vice-a-versa.
21	Section 4.4.12-5, Page No. 21	The selected bidder shall be required to ensure that the system is integrated with SMC systems and data interchange takes place. SMC will extend necessary support in this regard	Require Details about existing Database and/or software for feasibility check.	Pl. refer Sec. 4.4.12, point no. 4
22	Section 41368, Page No. 21	Application Hosting	Require server specifications where application/ database has to be hosted.	Please refer Addendum & Corrigendum.
23	4.4.15 Hardware Specifications 1. Biometric Device (minimum technical specification) 3. Display	- Screen Size – 4” Touch Screen Colour Display - Resolution – Min. 800 X 600	Display should have min 5” Color LCD and shall be capturing & displaying USER’s registered picture / Live captured picture on main window / screen after authentication for valid / invalid logs both. Systems with changeable custom background to put company logo shall be preferable.	RFP terms prevail.
24	Section 4.4.15-14, Page No. 22	To display private message against a verified user / displaying global messages for all users.	Require more details.	Please refer Addendum & Corrigendum.
25	4.4.15 Hardware Specifications 1. Biometric Device (minimum technical specification) 3. Memory	- Memory to store up to 5,000 Face and 20,000 Fingerprints on terminal itself. - Device Memory: RAM – 2 GB, Flash Memory – 4 GB - Memory to store minimum 10,00,000 transaction logs along with min 25,000 picture logs.	Since we are looking for 600 devices for an employee strength of arnd 20000 people & keeping Centrallized Attendance system in mind, 20,000 fingerprint capacity seems to be very less. Expecting enrollment of min 2 nos. of finger for each employee & the common no. of employees from one location to another for daily work, their attendnace should not be dependent on device specific rather you should opt for a truly centralized system hence we request you to consider system with minimum 50000 Fingerprint Storage Capacity.	Please refer Addendum & Corrigendum.

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#	Bid Reference(s) (Section, Page)	Content of Bid requiring clarification	Points of clarification required	Response
26	4.4.15 Hardware Specifications I. Biometric Device (minimum technical specification) 7. Finger Print Scanner	- 500 dpi optical sensor - Minimum sensor area 13 mm X 15 mm	We request to demand 500 DPI Optical Sensor supporting ISO templates format with FBI PIV certification to achieve highest level of inter portability of finegerprints on ISO standards.OEM should have in house Research & Development capabilities The manufacturer of the Biometric terminal, Optical Fingerprint Sensor, Core Fingerprint Algorithm, & the Access Control Software should be of same manufacturer for the better performance of the device and should not be dependent on any 3rd party for any customization / up- gradation in scanners.	RFP terms prevail.
27	4.4.15 Hardware Specifications I. Biometric Device (minimum technical specification) 10. Authentication mode & speed	- System should be able to perform in 1:1 and 1:n authentication modes. And should support 1:5000 face authentication and 1:20000 for biometric authentication for 1:n modes. o For 1:1 mode: < 0.5 second o For 1:n mode: < 2 second - Support for authentication modes like Terminal only; Server only	We request for following System should be able to perform in 1:1 and 1:n authentication modes. And should support 1:2000 face authentication and 1:20000 for biometric authentication for 1:N modes. For 1:1 mode: < 0.5 second & For 1:n mode: < 2 second - Support for authenticate	Please refer Addendum & Corrigendum.
28	4.4.15 Hardware Specifications I. Biometric Device (minimum technical specification) 11.FRR / FAR for Face Recognition	FRR – 0.1% or better / FAR – 0.001% or better	FRR – 0.093% or better / FAR – 0.000 % or better	RFP terms prevail.

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29	4.4.15 Hardware Specifications I. Biometric Device (minimum technical specification) 12.FRR / FAR for Finger print scanner	FRR – 0.1% or better / FAR – 0.001% or better	FRR – 0.1% or better / FAR – 0.0001% or better	RFP terms prevail.
30	4.4.15 Hardware Specifications I. Biometric Device (minimum technical specification) 15. USB Support	support for connectivity using USB Dongle - support for data export/import/backup	We request for USB / SD Card support for data import, export, backup, transfer images / videos, Firmware upgrades etc.	Please refer Addendum & Corrigendum.
31	4.4.15 Hardware Specifications I. Biometric Device (minimum technical specification) 19.Finger Enrolment	Software shall be able to register any 4 fingerprints of an employee in software & terminal itself	Software shall be able to register all 10 fingerprints of an employee in software database & shall be able to transfer min. 4 fingers to terminal itself	RFP terms prevail.
32	4.4.15 Hardware Specifications I. Biometric Device (minimum technical specification) 21. Other features	The download punch information of employees from the readers should be transferred to the central server in realtime.	System should be able to download punch information of employees from the readers in real-time, hence devices should support Real time Auto Push technology. There should be no batch process required.	RFP terms prevail.

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33	section 5.2, page no 25	The bidder should have an average annual turnover of Rs. 50 lakhs in each of the last three financial years i.e. 2014-15, 2015-16 and 2016-17. The copies of Audited Annual Accounts for last three years shall be uploaded along with the bid [Financial Years of 2014-15, 2015-16 and 2016-17].	Provisional balance sheet for FY 2016-17 signed by company secretary will be considered.	Please refer Addendum & Corrigendum.
34	section 5.5, page no 25	<p>The bidder or OEM (by OEM or its channel partner) shall have successfully completed the supply to PSU / Government Organization / Banks / Educational institutions [Financial Years of 2014-15, 2015-16 and 2016-17]</p> <ul style="list-style-type: none"> • at least 80% of the tender quantity (480 nos.) of Biometric devices in one financial year during last three years out of which one order shall be of 50% of the tender quantity (300 nos.). <p>OR</p> <ul style="list-style-type: none"> • at least 60% of the tender quantity (360 nos.) of Biometric devices in each of two financial year during last three years out of which two order shall be of 33% of the tender quantity (198 nos.). 	<p>Ongoing / BOT projects will be considered for FY- 2014-15, 2015-16 and 2016-17</p> <p>And</p> <p>It's understood the OEMs supply orders will be considered to meet eligibility of bidder.</p>	RFP terms prevail.

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35	5. ELIGIBILITY CRITERIA 5.5,page no 25	5.5 The bidder or OEM (by OEM or its channel partner) shall have successfully completed the supply to PSU / Government Organization / Banks / Educational institutions [Financial Years of 2014-15, 2015-16 and 2016-17] ☑ at least 80% of the tender quantity (480 nos.) of Biometric devices in one financial year during last three years out of which one order shall be of 50% of the tender quantity (300 nos.). OR ☑ at least 60% of the tender quantity (360 nos.) of Biometric devices in each of two financial year during last three years out of which two order shall be of 33% of the tender quantity (198 nos.)	If we received PO for same end customer with multiple phase will be consider as single PO or not ?	Please refer Addendum & Corrigendum.
36	5. ELIGIBILITY CRITERIA 5.6, page no 25	The bidder must have supplied at least 100 Biometric Attendance Devices or biometric based access control devices in any two financial year out of last three years [Financial Years of 2014-15, 2015-16 and 2016-17]	Need clarity , need 100 device PO in last 3 year or need 100 device Po in each year?	Bidder must have supplied at least 100 devices in any two financial year (min. 100 + min. 100) out of last three years.

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37	5. Eligibility Criteria Point 5.5 Page 25	The bidder or OEM (by OEM or its channel partner) shall have successfully completed the supply to PSU / Government Organization / Banks / Educational institutions [Financial Years of 2014-15, 2015-16 and 2016-17] a. at least 80% of the tender quantity (480 nos.) of Biometric devices in one financial year during last three years out of which one order shall be of 50% of the tender quantity (300 nos.). OR b. at least 60% of the tender quantity (360 nos.) of Biometric devices in each of two financial year during last three years out of which two order shall be of 33% of the tender quantity (198 nos.)	We want to inquire whether the total number of Biometric devices delivered should be 480 in number and one of the project should have a quantity of 380 number biometric device.	Section is self-explanatory.
38	5. Eligibility Criteria Point 5.6 Page 26	The bidder must have supplied at least 100 Biometric Attendance Devices or biometric based access control devices in any two financial year out of last three years [Financial Years of 2014-15, 2015-16 and 2016-17]	Concerning the point in RFP we would like to know the total count of Access Control Device sold in any two financial year should be 100 devices.	Bidder must have supplied at least 100 devices in any two financial year (min. 100 + min. 100) out of last three years.
39	Point 7.48,Page-37	Delivery Terms	We request you to please increase the delivery time followed by installation	Please refer Addendum & Corrigendum.
40	Point 7.71,Page-41	Quantity Variation	Please put in the quantity cap in decrease side like 30% set for increase side	RFP terms prevail.
41	Point 7.75,Page-42	Payment Terms	We request you to please relax the payment terms - and 60% to be released against the material delivery, 20% against the installation, 10% in 6 months of rollout and 10% after warranty period over	RFP terms prevail.

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#	Bid Reference(s) (Section, Page)	Content of Bid requiring clarification	Points of clarification required	Response
42	Communication Point 5. Pg 46	1) Built-in wired Ethernet connectivity 2) Protocol support DHCP/SSL/IPv4 3) Provision for connectivity using direct SIM card / USB Dongle 4) Built-in Wireless connectivity with wifi preferred 5) Built-in availability of 3G/4G slot preferred 6) Device must be capable to communicate with the central server through intranet/internet (with/without fixed IP).	*We suggest as a standard LAN and Wifi feature is sufficient for sending logs and as a standard readily available and For 3G/4G it should be optional and also for SIM and Wifi it will be in Surat Municipal Corporation Scope *For Centralisation Fixed IP is mandatory to dump the logs at central location * As a standard all this specs in combination is not available and do the favouring to specific device or vendor and it should be generalize for fair competition	Please refer Addendum & Corrigendum.
43	Point 6. Camera pg. 47	It should read a face in 0 lux conditions means extreme dark environments and even with considerable background light of 50,000 lux	We suggest as a market standards to consider 20,000lux	Please refer Addendum & Corrigendum.
44	Point 9. RF Card Reader Pg. 47	- Capability to read popular card technologies (EMV / MIFARE) - The protocol of data from the reader shall be an open format and non-proprietary.	Face Biometric preferred to have basic RF/ Mifare as per cost variable.	RFP Terms prevail.
45	Point 18. Template on Card Pg. 48	Device should support the Template on card feature by reading the face / finger templates stored on card & comparing the same at the time of marking of presence.	Fixed policy of Card and Face authentication required time which delays this process.	RFP Terms prevail.
46	Other points	-	We request to demand POC for all bidder for offered solution	Please refer Addendum & Corrigendum.

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47	Other points	-	<p>Dual Color / IR Pan Tilt Camera Since we have large employee strength we want to avoid users wasting their time in adjusting his/her face in front of the device. This delays process and so we recommend camera to be adjusted for faster verification. Tilted camera supports to adjust with users with different heights. Users don't have to tilt or adjust their knees when approach to device, instead device camera adjusts the position +- 6 inches, hence supports users with a height difference of up to 1 feet.</p>	RFP Terms prevail.
48	Other points	-	<p>Personal / Global Messaging System should be capable of displaying personal / global messages for specific user / all users and multimedia features like advertising, notices or wishing Birth days etc.</p>	Please refer Addendum & Corrigendum.
49	Other points	-	<p>Demand for i/o ports I/O ports are reqd to support additional modules like Lock control (in future if reqd), Green / Red lamps to highlight authentication status etc.</p>	RFP Terms prevail.
50	Other points	-	<p>Operating System: ANDROID When we invest in any new technology we believe it should be having the latest features and in trend with Market. Android is user friendly and known to most of the users so faster implementation</p>	RFP Terms prevail.
51	Other points	-	<p>Single OEM The manufacturer of the Biometric terminal, Optical Fingerprint Sensor, Core Fingerprint Algorithm, & the Access Control Software should be of same manufacturer for the better performance of the device</p>	RFP Terms prevail.

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52	Other points(Software Related points	-	Request you to please ask for following features in Software Face Template Transfer is possible by using application platform Application Software should be an open platform software Server Based Authentication possible in Software platform Push & Pull data supported of devices by I secure platform Logic based customization is possible on chargeble basis Android based time attendance possible Device online / offline status notification in same application software	RFP Terms prevail.
53	3.2 BROAD SCOPE OF WORK, Pg 12	Provisioning of customizable reports required for day to day and periodic monitoring and MIS purpose.	We request department to provide format of reports required by dept. This will help to estimation development effort for financial duscsson.	Details will be shared with the successful bidder.
54	3.3 SCOPE OF WORK IN DETAIL	The bidder is required to supply, install, configure and maintain the Biometric Attendance Device with Face, Finger and Card Recognition as per the specifications/features mentioned in the tender with 1 year comprehensive OEM onsite warranty followed by 5 years of Comprehensive AMC thereafter.	We request department to consider only facial recognition solution and remove finger from the specification of device as this spec pertain to specific OEM only. This solution can be prepare and implement on smartphone also in close loop which will be more secure and in open source platform.	RFP Terms prevail.
55		General	We request department to clarify are these devices will be wall mounted or tablet top. Does the connectivity is in the scope of bidder or department will facilitate the same. Please confirm	Devices to be mounted on wall. Network connectivity is not in bidder's scope.
56		General	Does this system will work independently or bidder need to integrate with any HR payroll management application. Please clarify.	Integration requirements already defined in RFP, please refer RFP document.
57		General	Request department to share the number of location and offices with employee details in each location.	Details will be shared with the successful bidder.
58	4.4.15 Hardware Specifications 1. Biometric Device (minimum technical specification) 2. Processor	Processor 1GHz Quad Core Processor or better for fast processing	The Identification time for the Face is a important parameters, which depends on the algorithm & not just the processor speed	RFP Terms prevail.

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#	Bid Reference(s) (Section, Page)	Content of Bid requiring clarification	Points of clarification required	Response
59	4.4.15 Hardware Specifications I. Biometric Device (minimum technical specification) 5.Communication	Communication : - Device must be capable to communicate with the central server through intranet/internet (with/without fixed IP)	The data cannot be posted without a Fixed IP of the Server, as the Server will be on the Cloud.	Server will have the fixed IP, however the device should be able to communicate with or without fixed IP.
60	4.4.15 Hardware Specifications I. Biometric Device (minimum technical specification) 14.Indicator	Indicator- Warning alarm in case of tampering with machine	There will local Temper Alarm, at the machine/Panel end?	It is part of the device hardware specification.
61	4.4.15 Hardware Specifications I. Biometric Device (minimum technical specification) 18.Template on Card	Template on Card Device should support the Template on card feature by reading the face / finger templates stored on card & comparing the same at the time of marking of presence	The Face Templates are bigger then 4KB, where as the size of the MIFARE Card is maximum 4 KB out of which only 3.2KB will be available for use. Hence the storage of Face on the card will become a issue. Since the machine capacity is 5000 Users, the Face & Finger Templates may be managed centrally from the Server, for which the provision in the software is there. Hence the same may not be adding any value to the system	Please refer Addendum & Corrigendum.
62	4.4.15	3.Display - Screen Size – 4” Touch Screen Colour Display	The Screen Size of 3.5” shall also be allowed for meeting the compliance.	Please refer Addendum & Corrigendum.
63	4.4.15	Memory - Memory to store up to 5,000 Face and 20,000 Fingerprints on terminal itself. RAM – 2 GB, Flash Memory – 4 GB - Memory to store minimum 10,00,000 transaction logs along with min 25,000 picture logs.	The Memory to store 20,000 Fingers is calculated on the basis of 5000 Users with 4 Finger each. This looks to be on to higher side, as the primary identification will be done using the face & only persons having the Face detection issues(Less then 1%), will be using their finger.	RFP Terms prevail.

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64	4.4.15	5. Communication :Device must be capable to communicate with the central server through intranet/internet (with/without fixed IP).	The data cannot be posted without a Fixed IP of the Server, as the Server will be on the Cloud.	Server will have the fixed IP, however the device should be able to communicate with or without fixed IP.
65	4.4.15	Camera - Built-in 1.3 MP camera with IR sensor - It should read a face in 0 lux conditions means extreme dark environments and even with considerable background light of 50,000 lux	Background light compatibility of 50,000 Lux is not required, for the attendance Purpose, as the machines are installed under a Shelter, to protect it from rain & direct sunlight. The 50,000 Lux will make the size of the machine too big, for the IR LED's Panel requirement & also will load the cost for no value-addition in performance. 0 to 20,000 LUX Lighting compatibility shall be provided as specification.	Please refer Addendum & Corrigendum.
66	4.4.15	RF Card Reader - High Frequency Contactless Smart Card Reader - Read Range: Up to 10 cm. - Capability to read popular card technologies (EMV / MIFARE) - The protocol of data from the reader shall be an open format and non-proprietary.	10 cm read range is the theoretical maximum but normally, it is in tune of 5 cm.	RFP Terms prevail.
67	4.4.15	14.Indicator- Warning alarm in case of tampering with machine.	There will local Temper Alarm, at the machine/Panel end. This should be clarified, to comply to the above specification.	It is part of the device hardware specification.

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68	4.4.15	17. Security - Ability to detect live face and live fingerprint - Device must ensure that the person marking the presence is actually present. - Attendance should not be marked using image / video - Attendance should not be marked using fake fingerprints made of Rubber, Silicon, Gel etc.	The primary method for Attendance would be Face. Hence the Live Finger Print detection feature will not be required.	RFP Terms prevail.
69	4.4.15	18 .Template on Card Device should support the Template on card feature by reading the face / finger templates stored on card & comparing the same at the time of marking of presence.	The Face Templates are bigger then 4KB, where as the size of the MIFARE Card is maximum 4 KB out of which only 3.2KB will be available for use. Hence the storage of Face on the card will become a issue. Since the machine capacity is 5000 Users, the Face & Finger Templates may be managed centrally from the Server, for which the provision in the software is there. Hence the same may not be adding any value to the system.	RFP Terms prevail.
70			Bidder or their OEM partner must have supplied Face Devices minimum 70 nos. in nay of the Municipality in India and necessary P.O. copies to be sublimit.	RFP Terms prevail.