

Response to Pre-Bid Queries -Tender Ref No. OICL/HO/ITD/BIOMETRIC-2FA/2022/01 Dated 26.12.2022

S.No.	Page	Point/Section#	Existing clause	Query Sought	OICL's response
1	21	General Scope, point i	The scope of work covers end-to-end support of biometric authentication solution (including related hardware and software) with all its components including required patch cord, fingerprint scanners, electrical and LAN cabling etc., re-installation, re-commissioning, Testing, Configuration and Maintenance of the existing biometric authentication application at OICL's Data Center (DC), Disaster Recovery (DR) site and PAN India Office Locations.	Detailed BOQ for electrical and networking will be required to quote. Please specify under which line item the cost to be added	Please refer corrigendum
2	21	General Scope, point iv	The existing solution is scalable in nature so that if OICL decides to implement biometric authentication for more applications in future, the selected bidder will manage the same without additional cost to OICL.	Integration with other application invites call for separate project which will be chargeable. Please share the detailed scope of intergration and suggest under which line item the cost to be added.	Please refer corrigendum
3	21	General Scope, point vii	Customization of the application software, if required has to be done by the bidder at no additional cost to the OICL.	It is a sustainece operations thus any customization in existing algorithms other than mapping for DC - DR drills will invite for additional cost.	Please refer corrigendum
4	21	General Scope, point xi	The bidder is expected to meet the defined SLA's of response time. If at any stage during the contract period, performance degrades due to any reason, the bidder is liable to take or suggest corrective steps with respect to hardware /software addition or upgradation, customization etc. to OICL.	Urge SLA relaxation for first quarter for completing the KT and seamless operation understanding with INLIAS application	Please be guided by the RFP
5	21	General Scope, point xiii	The selected bidder is responsible for installation of biometric device drivers physically or remotely.	Physical support is not possible at all the locations as hardware AMC is not covered. Can be supported remotely from OICL HO.	Please refer corrigendum
6	21	General Scope, point xiv	In case any of the finger print scanners needs to be replaced owing to malfunction, the selected bidder will arrange the replacement from OEM only without any additional cost to OICL.	Replacement of finger print scanner will be on chargeable basis with central location of delivery at OICL HO	AMC of Biometric devices is not under the scope of the Bidder.
7	22	General Scope, point xvi	The successful bidder shall provide a centralized helpdesk/ customer care center telephone number/ email/ fax number for attending user request/ complaints. The helpdesk/ customer care centre shall operate 24*7*365	Resources will be seated at OICL HO and one/multiple landline numbers can be issued to support helpdesk by OICL.	Please refer corrigendum
8	22	General Scope, point xix	Any item of work/services/equipment not specifically mentioned above but considered essential for the completion of the work in all respect shall be deemed to be included in the scope of work (SOW).	Any addition to scope will invite change order for which separate PO# to be issued other than AMC & FMS of equipments as mentioned in RFP.	Please refer corrigendum
9	22	General Scope, Point xxvi	A project plan in terms of activity and timelines required for executing the project with the details of deliverables, milestones for completing the knowledge transfer and taking over the project from existing service provider.	It is a sustainece operations and no project activities are involved. Please clarify	Understanding is correct
10	31	4.1.13 Payment Terms	AMC 25% of the Annual Charges at the end of each quarter	As OEM is not agreeing for less than advance for a year thus we urge OICL to change payment terms for AMC to 100% advance within 30 days upon invoice submission	Please be guided by the RFP
11	31	4.1.13 Payment Terms	FMS 25% of the Annual Charges at the end of each quarter or part thereof	We urge OICL to change payment terms for FMS to montly within 30 days upon invoice submission	Please be guided by the RFP
12	15/10	1.6 (Eligibility Criteria)	The Bidder should have supplied, installed and commissioned or managing biometric authentication solution for application access with minimum 1000 biometric finger print Scanners (STQC Certified Products) to any one customer with in BFSI/ PSU/private-public enterprises/Government sector in India in last 5 years.	The Bidder /OEM should have supplied, installed and commissioned or managing biometric authentication solution for application access with minimum 1000 biometric finger print Scanners (STQC Certified Products) to any one customer with in BFSI/ PSU/private-public enterprises /Government sector in India in last 5 years.	Please be guided by the RFP
13	22	3.2/IX	The bidder shall replace the parts with original spares of the original brand/make/model. A working device/appliance/solution or peripheral will have to be provided by the vendor to facilitate temporary replacement.	The bidder shall replace the parts with original spares of the original brand/make/model/ Competitive make/Model. A working device /appliance /solution or peripheral will have to be provided by the vendor to facilitate temporary replacement.	Please be guided by the RFP