

**Pre Bid Queries Response for RATE CONTRACT FOR BIOMETRIC ATTENDANCE MACHINE  
AT TPCODL, ODISHA Tender Enquiry No. TPCODL/P&S/187/2020-21**

Sr. No.	Detailed Reference to Tata Power Technical Document. Please specify Document No / Clause No / Page No	Description as per Bid Document	Remarks - Query / Clarification	TPCODL Response
1	2	3	4	5
1	TPCODL/P&S/187/2020-21/ANNEXURE-II Technical Specifications/Hardware Specification/S.No. 6 OS/ Software/Page no. 18	Following OS with GUI Support, Linux 2.6 or higher, windows or equivalent OS.	Please amend Android instead of windows OS and Linux.	Amendment is as follows  <b>Following OS with GUI Support, Linux 2.6 or higher OR Android 6 or higher OR windows or equivalent OS.</b>
2	TPCODL/P&S/187/2020-21/ANNEXURE-II Technical Specifications/Hardware Specification/S.No. 13 Non-volatile storage/Page no. 19	Must be capable of storing audit trails of at least 100000 transactions	Not applicable for 100000 transactions.	Tender clause stands.
3	TPCODL/P&S/187/2020-21/ANNEXURE-II Technical Specifications/Client Application specification/S.No. 3 Authentication client/Page no. 20	Authentication client application shall have following functionalities 1. Authentication of fingerprints based on 1: n logic among the local storage of fingerprint templates 2. Attendance transaction logs to be stored internally 3. Voice enablement of Authentication output in English,Hindi and Odia	The Following functionalities are considered only in the local biometric device and those device are comparitively with windows OS and Linux.However,as TPCODL is looking for UIDAI Biometric Device (Authentication) where these functionalities are not available.	Tender clause stands.
4	TPCODL/P&S/187/2020-21/ANNEXURE-II Technical Specifications/Client Application specification/S.No. 3 Authentication client/Page no. 20	Authentication client application shall have following functionalities 1. Authentication of fingerprints based on 1: n logic among the local storage of fingerprint templates 2. Attendance transaction logs to be stored internally 3. Voice enablement of Authentication output in	The Voice enablement of authentication output comes only with English.	Amendment is as follows  <b>Authentication client application shall have following functionalities 1. Authentication of fingerprints based on 1: n logic among the local storage of fingerprint templates</b>
5	TPCODL/P&S/187/2020-21/1.7 Qualification Criteria/P	The bidder should have successfully executed projects related to supply, installation and support services of biometric devices of not less than Rs. 25 Lakh in the past three years.	Kindly amend the clause as "The bidder should have successfully executed projects related to supply, installation and support services of IT Hardwares and its peripherals of not less than Rs. 25 Lakh in the past three years.	Tender clause stands.

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6	Page No- 29, Clause No-2 Commencement of Warranty Period	The warranty period of Biometric Machines will start from date of completion of installation i.e. from the date on which installation report is signed by TP CENTRAL ODISHA DISTRIBUTION LIMITED. The Biometric Machines will be warranted for 7 years from the date of installation.	As there is no separate line item in the BOQ for additional warranty, do we need to consider product cost with 7 Years Warranty? Please confirm	Yes, the device should be with 7 years of warranty and onsite support.
7	Page No- 29, Clause No-10 Support After Warranty Period (AMC)	The Business Associate shall be ready to sign Annual Maintenance Contract after expiry of warranty period on same Terms and Conditions mentioned in this SLA. BA requested to provide the AMC rates beyond 7 years.	As there is no separate line item in the BOQ for AMC post warranty, do we need to include 7 Years AMC cost as well in the product cost? Please confirm	Product Cost to be quoted should be with 7 Years Warranty and onsite support.  Separate proposal to be given by the bidder for Annual AMC cost after 7th year which will not be considered now for finalising the L1 bidder.
8	Page No- 11, Clause - 3.8, Earnest Money Deposit (EMD),	The bidder shall furnish, as part of its bid, an EMD amounting as specified in the tender. The EMD is required to protect TPCODL against the risk of bidder's conduct which would warrant forfeiture.	We are registered with NSIC and MSME. Can we get the EMD exemption against NSIC & MSME?	Tender clause stands.
9	1.4 Mandatory documents required along with the Bid Page No. 6	<b>1.4.4)</b> Drawing, Type Test details along with a <b>sample of each item as specified at Annexure I</b> (as applicable)	We will be submitting one sample unit of Biometric & Smart card reader with demo App. On receipt of order, will give complete software as per specifications	Understanding is correct.
10	ANNEXURE-II Technical Specifications Page No. 18	<b>7) Ports</b> USB 2.0 or higher-1 , <b>RJ45 (Ethernet) – 2 Ports</b> , Wi-Fi	As it is a LAN port, single port is enough instead of 2. It can be expanded externally wherever required.	Amendment is as follows.  <b>7) Ports USB 2.0 or higher-1 , RJ45 (Ethernet) –1 Port, Wi-Fi</b>
11	ANNEXURE-II Technical Specifications Page No. 19	<b>22) Support</b> Complete cover support with breakage replacement for a <b>period of Seven years</b>	As technology is changing rapidly, Requesting you to consider the <b>support for 5 years instead of 7 years</b>	Tender clause stands
12	ANNEXURE-II Technical Specifications Page No. 19	<b>20) Other Accessories</b> Screwdriver, damper, a white Cover (45cm x 45cm)	we would like to know the use of the mentioned accessories. And how much quantity we need to supply. Please clarify	Tender clause stands. Should be provided as part of standard tool kit with each device.
13	ANNEXURE-II Technical Specifications Page No. 20	<b>2) Installation, Set up, Configuration &amp; Commissioning</b> Selected Business Associate shall be responsible for Installation, Set up, Configuration & Commissioning of the entire Biometric Attendance Solution	Providing LAN cable & Power supply at the device point is under the scope of TPCODL? Please clarify	Understanding is correct.

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14	Biometric Sensor and Extractor	All the parameters of Biometric Devices for Authentication should be as per latest STQC scheme for certification of UIDAI Biometric Devices(Authentication) <a href="http://stqc.gov.in/content/bio-metric-Devices-testing-and-certification">http://stqc.gov.in/content/bio-metric-Devices-testing-and-certification</a> . STQC certified sensor and extractor only.	In Tender, there is requirement of NFIQ Quality standard which is NIST standard. Similarly here NIST Certified fingerprint modules should be allowed. NIST is internationally recognized LAB. NIST certifies fingerprints modules on the basis of accuracy which is very important in case of 1:N matching and in this tender 1:N is specific requirement .	STQC or higher standard with Certificate is acceptable.
15	Memory	RAM 512 MB or higher, FLASH 512 MB or higher Memory Capacity to store fingerprints >=24000 Memory capacity to store transaction logs >= 2 Month Memory capacity to store device operation logs >=2 Month	Transaction storage should be specified to 1 Million which should be enough to capture 2 months transactions. 2 Month transaction without specific nos. is open ended statement	Tender clause stands.  Please go through Technical Specifications/Hardware Specification/S.No. 13 Non-volatile storage/Page no. 19 specified " <i>Must be capable of storing audit trails of at least 100000 transactions</i> "
16	Add on Memory	Micro SD Slot Minimum 8 GB or more (optional)	Internal memory is enough to keep 24,000 Fingerprints and 1 Million Transactions. No additional SD slots needed for more storage. This requirement can be removed	Tender clause stands
17	Ports	USB 2.0 or higher-1 , RJ45 (Ethernet) – 2 Ports, Wi-Fi	There is no requirement for 2 Ethernet Port when 2 different connectivity options are available. Please remove 2 Ethernet Port requirement	Amendment is as follows. <b>7) Ports USB 2.0 or higher-1 , RJ45 (Ethernet) –1 Port, Wi-Fi</b>
18	Language Support	Unicode Support for English and Hindi	Device usage is limited for Punches only. So English Language is enough on device. UNICODE Support at Software level can be done which is important to operate software in local language.	Amendment is as follows. <b>Unicode Support for English / Hindi</b>
19	Status Indications	Multi-color LEDs/LCD (to indicate network connectivity, signal strength, to indicate battery	Not applicable in Non-Cellular Network devices. External battery can be given but battery charge	Tender clause stands
Client Application specification				
20	NFIQ Quality Software	Inbuilt NFIQ Quality software either at device level or extractor level to check the quality of fingerprint during enrolment	The NFIQ is an open standard which is implemented at the Software level. NFIQ Quality software at device, extractor or software level should be allowed	Tender clause stands

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21	Tender Specification/Technical Specification/Hardware Specification/S. No 2	Processor :32-bit or 64bit, ARM-9/x86 equivalent or higher, 800 MHz or higher frequency	Please consider 800 MHz ARM Cortex A8 based Processor This CPU configuration is more than enough to manage more than 4000 Users.	Amendment is as follows.  <b>Processor :32-bit or 64bit, ARM-9/ ARM Cortex A8 / x86 equivalent or higher, 800 MHz or higher frequency</b>
22	Tender Specification/Technical Specification/Hardware Specification/S. No 3	Memory : RAM 512 MB or higher, FLASH 512 MB or higher Memory Capacity to store fingerprints>=24000 Memory capacity to store transaction logs >= 2 Month Memory capacity to store device operation	Flash Memory - 256 MB Flash RAM Memory - 512 MB DDR3 RAM Max. Template Storage - 9,600 in 1: N Mode and 100,000 in 1:1 Mode Event Buffer - 500,000	Tender clause stands
23	Tender Specification/Technical Specification/Hardware Specification/S. No 4	Add on Memory :Micro SD Slot Minimum 8 GB or more (optional)	Internal Flash & RAM to be considered All data will be stored in Flash and RAM memory. Additional SD card is not required.	Tender clause stands
24	Tender Specification/Technical Specification/Hardware Specification/S. No 7	Ports :USB 2.0 or higher-1 , RJ45 (Ethernet) – 2 Ports, Wi-Fi	Please consider with 1 USB Port, 1 RJ45 Port and Wifi (802.11 b/g/n).  Single RJ45 port is enough to connect device in	Amendment is as follows.  <b>7) Ports USB 2.0 or higher-1 , RJ45 (Ethernet) –1 Port, Wi-Fi</b>
25	Tender Specification/Technical Specification/Hardware Specification/S. No 10	Language Support :Unicode Support for English and Hindi	Please consider English only. English is universally accepted by all the department in India.	Amendment is as follows.  <b>Unicode Support for English / Hindi</b>
26	Tender Specification/Technical Specification/Hardware Specification/S. No 15	Battery Backup: Minimum 6 to 8hours battery backup	2-3 Hours back up should be sufficient. This is capacity of inbuild battery backup. Additional UPS can be provided for longer battery backup.	Tender clause stands

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27	Tender Specification/Technical Specification/Hardware Specification/S. No 17	Environment : Storage not including battery 0° C to 65° C	Operating Temperature : 0°C to + 50°C (32°F to 122°F)  This temperature range is acceptable as per India weather conditions. We have multiple implementations with this range in all over India at other Govt. bodies.	Tender clause stands
28	Tender Specification/Technical Specification/Hardware Specification/S. No 17	Environment : Operating temp: 0° C to 55° C,	Operating Temperature : 0°C to + 50°C (32°F to 122°F)  This temperature range is acceptable as per India weather conditions. We have multiple implementations with this range in all over India at other Govt. bodies.	Tender clause stands
29	Tender Specification/Technical Specification/Hardware Specification/S. No 18	Humidity :10-90% RH Non- condensing.	Humidity : 5% to 85% RH Non-Condensing  This temperature range is acceptable as per India weather conditions. We have multiple implementations with this range in all over India at other Govt. bodies.	Tender clause stands
30	Tender Specification/Technical Specification/Hardware Specification/S. No 21	Other features : External accessible slots for SIM and SD cards up to 8GB(optional)	SIM based dongle can be attached to use Internet.  All data will be stored in Flash and RAM memory. Additional SD card is not required.	Tender clause stands
31	Tender Specification/Technical Specification/Hardware Specification/S. No 24	Environment, health and safety :ROHS certification	To be marked as optional	Tender clause stands
32	Tender Specification/Technical Specification/Client Application Specification/S. No 3	Authentication client : 3.Voice enablement of Authentication output in English, Hindi and Odia	Inbuilt buzzer is available for sound generation based on Authentication.  Device has TFT Display to show User ID, Name, Photo along with User Allowed/Denied Status and Time with clearly audible buzzer sound.	Amendment is as follows  <b>3. Voice enablement of Authentication output in English / Hindi / Odia</b>
33	Tender Specification/Technical Specification/Smart Card Reader Terminal/Point 8	8.Card reader should have at least two Ethernet port and should have provision for configuration both from local terminal and also from central Server application or some of Master Software which should centrally managed.	One Ethernet port to access device locally.  Device can be connected with Central Software via LAN/Internet.  Single RJ45 port is enough to connect device in local network. To connect it with central server, Internet is used.	Amendment is as follows.  <b>8. Card reader should have at least one Ethernet port and should have provision for configuration both from local terminal and also from central Server application or some of Master Software which should centrally managed.</b>
34	Tender Specification/Technical Specification/Smart Card Reader Terminal/Point 10	10.The device shall have feature to monitor various parameters of the reader like the mains or battery operation and battery status.	Feature to be optional.	Tender clause stands

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35	Tender Specification/Technical Specification/Smart Card Reader Terminal/Point 11	11.Terminal should have Connection by internal terminal block with locking screw. No External wiring connections, User Interface for Configuration of the Pane	Feature to be optional.	Tender clause stands
36	Tender Specification/Technical Specification/Integrated Enterprise Biometric Attendance System/2nd Para.	The system architecture must be such that it is capable of running a pair of similarly configured computers in a hot backup configuration where at any point in time; one is the acting Primary and the other acting as the Hot Backup. An on-line database duplication mechanism must be supported. In case Primary server fails backup server should takeover. Bidder are expected to furnish complete details of hardware and proposed system architecture for this project.	Server requirement not clear in BOQ. Schedule backup can be done automaticaly in the local system.	Tender clause stands. Solution Architecture should support Central Server with High-Availability.
37	Tender Specification/Technical Specification/Other Technical requirements/Point 6	6.Devices should have capacity to hold the employee data for at least 6000 or more employees (two fingers images for each employee)	6000 users on a single device with single fingerprint. 4800 user can be supported on single device with 2 fingerprint. Max. Fingerprint Template Storage : 9,600 in 1: N Mode and 100,000 in 1:1 Mode	Amendment is as follows <b>6. Devices should have capacity to hold the employee data for at least 2000 or more employees (two fingers images for each employee)</b>
38	Tender Specification/Technical Specification/Other Technical requirements/Point 10	10.Bidder must assure to Device must have the USB Port 2.0 or higher along with Dual RJ45 Ethernet port.	Complied with Single USB port and RJ45 port. 2 ports to be optional not mandatory. Device can be accessible locally via single Ethernet port or remotely via Internet. Single RJ45 port is enough to connect device in locat network. To connect it with central server, Internet is used.	Amendment is as follows <b>10. Bidder must assure to Device must have the USB Port 2.0 or higher along with one RJ45 Ethernet port.</b>
39	Tender Specification/Technical Specification/Other Technical requirements/Point 13	13.Device must have a battery backup of 6 to 8 hours as well as bidder must assure to change its battery after a specific time period accordingly the battery life.	2-3 Hours to be sufficient. This is capacity of inbuild battery backup. Additional UPS can be provided for longer battery backup.	Tender clause stands
40	BOQ - General Query	No Server/Client PC available in the BOQ. Please share concurrence to probvide the same.	Kindly confirm	Server shall be provided at TPCODL's existing Data Center for implementation of this solution.
41	7.4 : Payment Terms	The bidder shall submit the invoices on completion of installation against each release Order	20% advance. 70% Payments to be released on Matreials delivery prorata basis. 10% against instalaltion testing & commisioning prorata basis.	Tender clause stands

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42	LD clause	<p>Response and Resolution Time</p> <p>i. 4 Hour Response Time During Prime Hours (8AM – 8PM Monday to Saturday)</p> <p>ii. 8 Hours Resolution Time (Including Response Time) for Configuration or any other fault Issues.</p> <p>iii. 2 Working days Resolution Time (Including Response Time) in case spare is required.</p> <p>If the above is not met then there will be LD applicable as under –</p> <p>Liquidated Damages</p> <p>In case, devices/Biometric Machines as per SLA defined in 3(b) is not met, the same would attract a Penalty Rs. 500 per hour The penalty money will be recovered from the payment due to vendor</p>	<p>Being sites are much remote locations, Kindly consider response time of 8 hours &amp; 48 hours of resolution time.</p> <p>Also kindly omit the LD Penalty clause.</p>	Tender clause stands
43	SECURITY CUM PERFORMANCE DEPOSIT	5% of the RC value in case of Rate Contract. This shall remain valid till the Guarantee period plus one month. (What is the Guarantee period. Is it equal to warranty period?)	Kindly add clause of releasing 5% by submission of PBG.	Tender clause stands
44	Project Execution Period	Specific Project Execution Period to be mentioned.	Clear project execution period to be specified for a particular order. Period to be updated for considering the inputs for bidding.	Please see point VIII on page no.18 of the tender document.
45	Minimum Single Order for Sites	No specific details available	Kindly confirm number of sites to be minimum for single order	RO shall be issued in bulk as per requirement
46	Country of Origin	No clauses found	To exclude Chinese origin products.	Please see Bullet Point 2 on page no.7 of the tender document.