

Bid for Supply and Installation of Biometric Attendance Devices - [DC-ISD-BIO-01-2026]

Bidder's Request for Clarification/ Prebid Query

Sr. No	Clause Reference(s) (Section, Page)	Content of Bid requiring clarification	Query/ Clarification Requested	Response
1	Clause 6.4, Pg. 14 & Clause 6.30, Pg. 16	Supply, installation, configuration and maintain of biometric attendance devices.	Kindly confirm whether SMC is currently using any existing biometric attendance system / devices and whether the proposed devices are required to be integrated with the existing system, or whether this is a new / upgraded system. If integration is required, kindly provide details of the existing system/OEM/model.	SMC currently has 525 nos. of FingerTec Face ID biometric attendance devices. The proposed 100 devices under this tender are not required to be integrated with the existing installed FingerTec devices. The bidder may offer any OEM/model that complies with the Minimum Technical Specifications specified in the tender.
2	Clause 6.21, Pg. 16	Bidder has to provide API and SDK for setting up the system.	Kindly clarify whether the proposed biometric attendance system is required to be integrated with any existing payroll, HRMS, ERP or third-party software. If yes, kindly provide the software name/version and integration/API requirements.	The attendance/punching data generated by the proposed biometric attendance devices data will be integrated with SMC's existing Payroll Application. The bidder shall provide the required API/SDK and necessary technical documentation to facilitate integration.
3	Clause 6.21, Pg. 16	API and SDK with documentation to be provided.	Kindly confirm whether integration with any existing CCTV, fire alarm, access control system or other security system/server is required. If yes, kindly provide the details of the existing systems and required integration scope.	The API/SDK and relevant documentation shall be provided for integration/configuration with SMC's existing Device Monitoring and Control Application and Payroll System, as applicable.
4	Clause 6.28, Pg. 16	Installation and maintenance will be spread across different offices of SMC.	Kindly provide the list of locations/sites where the 100 biometric devices are proposed to be installed, along with the approximate quantity of devices at each location, to assess deployment and installation requirements.	The exact installation locations and device-wise distribution across SMC offices will be finalized by SMC and shared with the successful bidder.
5	Clause 6.6 & 6.28, Pg. 14 & 17	Delivery, installation and configuration at SMC offices within municipal limits.	Kindly confirm whether LAN/network connectivity, LAN cabling, power points and other basic site infrastructure required for installation will be provided by SMC at each installation location.	SMC will provide the required power supply and network connectivity at the designated installation locations. Any installation-related cabling/accessories falling within the bidder's scope as specified in the tender shall be provided by the bidder.

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6	Section 7, Pg. 22–25	Biometric Attendance Device with Face, Finger and Card recognition specifications.	Kindly clarify whether the biometric devices are required to integrate with any existing doors, gates or access control system, or whether the devices are intended only for attendance marking.	The proposed biometric devices are intended for attendance marking. The bidder shall provide the required cables, connectors, device drivers and other accessories specifically necessary for installation and operation of the biometric attendance devices, as specified in the tender.
7	Clause 6.6 & Section 7, Pg. 14 & 22–25	Cost of necessary power cables, signal cables, connectors, controllers and device drivers to be considered in the price.	Kindly clarify whether mounting/access-control accessories such as EM locks, exit/push buttons, brackets, additional cabling and other door/gate accessories, if required, are in SMC's scope or bidder's scope.	Biddres are required to provide items as defined in the RFP.
8	Clause 6.21 & Section 7, Pg. 16 & 23–25	API/SDK and communication with central server.	Kindly clarify whether the server / database / application infrastructure for the proposed biometric attendance system will be provided by SMC or is required to be supplied by the bidder. If bidder scope, kindly provide the required server specifications and OS/database requirements.	SMC will provide necessary server / Virtual Machine (if required). Successful bidder will be required to provide necessary Server OS / Database required to provide data to SMC through SDK / API.
9	Clause 6.28 – Pg. 17	100 biometric devices to be installed across different SMC offices.	Kindly confirm whether a pre-installation site survey will be conducted jointly with SMC to finalize the exact installation locations, network connectivity, power availability, mounting requirements and other site-specific requirements before deployment.	Details will be shared with successful bidder

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10	General	New Access control & biometric attendance software	Kindly clarify whether SMC requires new Attendance Management Software along with the biometric devices, or whether the proposed devices are required to integrate with SMC's existing Attendance Management Software. If new software is required, kindly provide the required user capacity, server requirements, modules and number of licenses.	The attendance/punching data generated by the proposed biometric attendance devices data will be integrated with SMC's existing Payroll Application. The bidder shall provide the required API/SDK and necessary technical documentation to facilitate integration.