

Bidder's Request for Clarification/ Prebid Query - [DC-ISD-BIO-02-2026]

Sr. No.	Bid Reference(s) (Section, Page)	Content of Bid requiring clarification	Points of clarification required	SMC Response / Clarification
1	Clause 6 General terms & Condition point 6.4, Page 14	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 5 years comprehensive OEM onsite warranty	Kindly clarify About the software as there is no item has been take in BOQ , For the calculation of the software requires the no. of users, Also for the installation of the biometric device	Refer Cluase 6.4, RFP Terms Prevail
2	Clause 7 Technical Specifcation point 19, Page 25	The download punch information of employees from the readers should be transferred to the central server in real-time.	Inteegration charges is not available in BOQ, Kindly clarify how would we conclude the cost of the same it is one time cost	RFP Terms Prevail
3	Clause 6.6 Price offer, Point 5 page 14	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.	To provide the commercial please let us know the location details , is all 100 device will be installed in single location or multiple	The tender specifies that the installation and maintenance activity will be spread across different offices of Surat Municipal Corporation within the city limits. The exact installation location and device wise distrubution across SMC offices will be finalised by SMC and shared with the successful bidder.
4	Clause 3 Eligibility Criteria point no 3.3, Page 5	The bidder must have executed supply and installation of Biometric Device assignments in last 5 years as on bid start date with Qty of order as below Single work order/contract for Supply of 80 nos. of Biometric Device Or Two work order/contracts for Supply of 50 nos. of Biometric Device Or Three work order/contracts for Supply of 40 nos. of Biometric Device	Kindly clarify whether work orders executed for private-sector and large enterprises can be considered for fulfilling the work experience requirement, as the tender document does not specifically mention that the previous work orders must be from Government organizations	Clause 3 Eligibility Criteria point no 3.3, Page 5 is self explanatory. RFP Terms Prevail

Sr. No.	Bid Reference(s) (Section, Page)	Content of Bid requiring clarification	Points of clarification required	SMC Response / Clarification
5	Clause 7 Technical Specification , Point No 4, Page 23	Display- Screen Size – 3.5” Touch Screen Colour Display	The technical specification mandates a 3.5-inch touch-screen colour display. Since biometric attendance devices available from qualified OEMs may use different user-interface technologies while providing equivalent or enhanced functionality, restricting the specification to a touch-screen display may unnecessarily limit equivalent technically compliant solutions. We therefore request the Authority to kindly consider amending the specification to “3.5-inch or higher display with user interface through touch screen/keypad or equivalent” or otherwise make the display interface technology non-restrictive, provided the device supports all required attendance, identification and administrative functions. This amendment would facilitate wider OEM participation and enable the Authority to obtain competitive offers without compromising the functional requirements of the system.	RFP Terms Prevail
6	Clause 5 , Indicative list of Document , Point 1, Page 12	The bidder should be a company registered under the Companies Act, 1956 or registered LLP as per the LLP Act 2008 or a registered Partnership Firms or Proprietorship Firm and should be in operation for at least 5 years from the date of publication of RFP and should have their registered offices in India.	Kindly amend the clause to also include “Companies registered under the Companies Act, 2013” along with the existing provisions.	Please refer addenda and Corrigenda

Sr. No.	Bid Reference(s) (Section, Page)	Content of Bid requiring clarification	Points of clarification required	SMC Response / Clarification
7	Clause 5 , Indicative list of Document , Point 2, Page 12	The bidder must have completed at least 5 years of experience/operation in the field of supply and installation of Lamination Machine.	It should be biometric Device insteated of Lamination Machine	Please refer addenda and Corrigenda
8	Clause 5 , Indicative list of Document , Point 3, Page 12	The bidder must have executed supply, and installation of Biometric Device in last 3 years as on bid start date with nos. of Qty of order as below: Single work order/contract of 80 nos. of Lamination Machine Or Two work order/contracts of 50 nos. of Lamination Machine Or Three work order/contracts of 40 nos. of Lamination Machine	It should be biometric Device insteated of Lamination Machine	Please refer addenda and Corrigenda
9	Clause 6.6 Price offer, Point B Confrigation and support point 1 page 14	Configuration & Support Local onsite support through qualified engineer and Technical Support from bidder. Availability of Telephone & Email support. Secured online & remote support on requirement of SMC should be made available.	Whether the onsite support personnel are required to be stationed at the SMC premises on a full-time basis or deployed on a call/requirement basis, as the SLA timeliness are very strict so requeted to please provide the relaxation.	RFP Terms prevail