Bidder's Request for Clarification/ Prebid Query - [DC-ISD-BIO-03-2026]				
Sr. No.	**Bid Reference(s) (Section, Page)**	**Content of Bid requiring clarification**	**Points of clarification required**	**SMC Response / Clarification**
1	Section 3, Clause 3.3 & 3.5 (Page 6) / Section 5, Sr. No. 3 & 5 (Pages 12–13)	The bidder is participating as an OEM-authorized bidder. The OEM has executed relevant projects and supplied similar biometric devices, while the authorized bidder may not have executed those projects directly.	Since the bidder is an authorized partner of the OEM for the offered product, kindly clarify whether the bidder may submit the OEM's relevant work experience documents in support of the experience eligibility requirement, subject to submission of a valid OEM authorization letter.	RFP Terms Prevail
2	Section 7, Item 1 (Page 23) – Authentication Method	Biometric authentication based on Face recognition, Fingerprint recognition, and Card.	Instead of contact-based fingerprint authentication, an advanced multi-biometric terminal featuring contactless Palm recognition alongside Face recognition, RFID Card, QR code, and PIN authentication. Requesting you to consider contactless Palm recognition along with Face and Card authentication also.	RFP Terms Prevail
3	Section 7, Item 6 (Page 24) – Communication	Built-in wired Ethernet (DHCP/SSL/IPv4); direct SIM / USB dongle preferred; built-in Wi-Fi preferred; communication with central server through intranet/internet without fixed IP.	Since Wi-Fi and direct SIM/USB dongle are specified as 'preferred' rather than mandatory, kindly confirm that built-in 10/100 Mbps wired Ethernet supporting TCP/IP, IPv4, HTTP/HTTPS Push protocol, and TLS 1.2 end-to-end encryption—which enables secure real-time communication with a central fixed-IP server over intranet/internet without requiring a fixed IP at the terminal—fully satisfies this requirement.	RFP Terms Prevail
4	Section 7, Item 8 (Page 24) – Fingerprint Scanner	500 dpi optical sensor; minimum sensor area 13 mm × 15 mm.	As contactless Palm recognition is a more hygienic, faster, and wear-free biometric modality than contact-based optical fingerprint sensors (which suffer from scratch degradation, moisture sensitivity, and hygiene concerns in high-footfall unicipal offices), kindly consider contactless Palm recognition module.	RFP Terms Prevail

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5	Section 7, Item 10 (Page 24) – RF Card Reader	High Frequency Contactless Smart Card Reader; Read Range: Up to 10 cm; MIFARE RFID Card; open and non-proprietary reader protocol.	5 cm (50 mm) is standard for secure closeproximity tap authentication to prevent accidental card reads from passers-by. Kindly confirm whether a read range of up to 5 cm is acceptable.	RFP Terms Prevail
6	Section 7, Item 15 (Page 25) – Support for Backup	Support for data export/import/backup on external media using USB or Micro SD/SD card.	Kindly confirm whether centralized, networkbased data export, import, and backup via the central server over encrypted channels is acceptable in lieu of device-level USB or SD card ports. Removing exposed ports prevents unauthorized data access, malware entry, and dust/moisture ingress while enabling uniform, centrally managed backups across sites.	RFP Terms Prevail
7	Section 7, Item 22 & Section II, Item 1 (Pages 25–26) – Ruggedness & Enclosure	Rugged 24×7 tamper-proof and rodent-proof body capable of withstanding shock/drops; wall-mounted metal enclosure with lock and key, ventilation, and powder coating.	Kindly confirm whether a heavy-duty metal housing with tempered glass and IP66 protection, paired with a magnetic tamper alert and an external lockable, ventilated metal enclosure, meets the ruggedness and enclosure requirements. This safeguards equipment against tampering, pests, and environmental wear while maintaining airflow and security.	RFP Terms Prevail
8	Clause 3.2 and Page 12	Experience criteria	Clause 3.2 specifies three years of experience in biometric device supply and installation, whereas the indicative document checklist on page 12 specifies five years. Kindly confirm the applicable requirement.	Refer Addendum and Corrigendum-1
9		Count of Employees	No where in the NIT it is mentioned about the head count of Emploees.	
10	Clause A 1.	Authentication Method	Face+Card + Finger all have been mentioned and in the NIT you have mentioned for Facial. SO what exactly is require	RFP Terms Prevail

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11	Section 7, Page 23	Display	The specification mentions a 3.5-inch colour touch screen. Please confirm whether a device with a larger colour touch screen (5 inch) will also be accepted, provided all other required functions are available.	RFP Terms Prevail
12	Section 7, Page 24	Picture logs	The tender specifies storage of 4,000 picture logs along with attendance transaction logs. Kindly clarify the purpose of maintaining picture logs and why the limit is specified as 4,000.	RFP Terms Prevail
13	Section 7, Page 24	Camera performance	Please confirm the test method that will be considered for verifying face capture in 0-lux conditions and under 20,000-lux background light.	RFP Terms Prevail
14	Section 7, Page 24	Connectivity	The tender mentions direct SIM card/USB dongle connectivity and Wi-Fi as preferred options. Please confirm whether built-in Ethernet and Wi-Fi connectivity will be sufficient, or whether direct SIM/USB dongle connectivity is mandatory.	RFP Terms Prevail
15	Section 7, Page 24	RF card reader	Please clarify whether MIFARE Classic card support will meet the requirement, and whether the open/non-proprietary data protocol is required at the reader level or through the attendance software/API.	RFP Terms Prevail
16	Section 7, Page 25	Backup and data export	The tender asks for backup/export/import through USB or memory card. Please confirm whether backup and export through the central attendance software will also be acceptable, where the required data can be securely downloaded by the administrator.	RFP Terms Prevail

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17	Solvency certificate value (3.8 and 6.10; page no.5, 15)	The solvency certificate is required for 20% of the consideration of the contract. Since the final contract consideration is not known at bid submission, kindly clarify whether the certificate should be based on the bidder's quoted total bid value, estimated tender value or another value notified by SMC.	The basis and timing of the solvency amount are not defined clearly for bid-stage compliance.	RFP Terms Prevail
18	Existing FingerTec system (6.53; page no. 20)	SMC has stated that 525 FingerTec Face ID devices are installed and that the proposed 100 devices need not be integrated with them. Kindly confirm that no migration, data exchange, common attendance software integration or interoperability with the existing FingerTec estate is included in this tender scope	This confirms the boundary of work and avoids unpriced integration obligations.	RFP Terms Prevail
19	Device quantity and deployment locations (6.4, 6.28, 6.33 and 6.53; page no. 14, 16-18, 20)	The tender specifies 100 biometric attendance devices across SMC premises within city limits. Kindly provide the site-wise quantity, complete installation addresses, site contact details and expected deployment schedule	Site-wise information is necessary for accurate costing, logistics, installation planning and five-year support.	RFP Terms Prevail

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20	100% simultaneous delivery versus staggered/partial orders (6.41 and 6.47; page no. 18-19)	Clause 6.41 requires 100% delivery at the same time, whereas Clause 6.47 permits full/partial orders and split, deferred or staggered deliveries. Kindly confirm the governing delivery arrangement and whether the 90-day period applies to the entire quantity or each purchase/work order	The clauses appear inconsistent and materially affect procurement, inventory and deployment planning.	RFP Terms Prevail
21	Installation cabling and accessories (6.6; page no. 14)	SMC will provide power and network connectivity, while the bidder is to provide installation-related cabling/accessories. Kindly define the exact biddersupplied cabling scope, permissible cable lengths, conduit/trunking/civil work requirements, termination points and whether any new LAN switch/port or network outlet is required	The current wording does not quantify or define the installation materials and infrastructure responsibilities.	RFP Terms Prevail
22	Network communication and fixed-IP connectivity, SIM/WIFI Router card connectivity (Section 7, Item I.6; page no. 24)	The specification requires communication with the central server through intranet/internet 'with fixed IP' and 'without fixed IP'. Kindly clarify the intended network	The two statements may be read as contradictory network requirements.	RFP Terms Prevail

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23	Attendance management software and central server (6.21 and Section 7, Items I.18-I.20; page no. 16, 25)	Kindly clarify whether this tender includes only biometric terminals and their embedded device software, or also includes attendance management software, central server application, database, dashboards, reports, user licenses and hosting infrastructure.	The scope refers to a central server and API/SDK but does not define the server-side software deliverables or licensing model.	RFP Terms Prevail
24	API/SDK and integration deliverables (6.21; page no. 16)	Kindly provide the required API/SDK use cases, interface specifications, supported formats, documentation, authentication method, event fields and expected integration endpoints. Also confirm whether any thirdparty software integration or customization is required.	API/SDK supply is stated broadly without defining the actual integration requirement or acceptance criteria.	RFP Terms Prevail
25	Working hours and service clock (6.35-6.39; page no. 17-18)	Kindly define working hours, working days, holiday coverage, complaint logging channel, severity levels and whether the six-working-hour resolution clock excludes SMC-side network/power outages or delays in site access	The resolution and penalty clock requires clear start/stop conditions and dependency exclusions.	RFP Terms Prevail
26	Penalty calculation and cap (6.37-6.40; page no. 18)	Kindly confirm whether downtime penalty of 0.10% per day is calculated on the individual affected device's purchase price or the total contract value, how repeatedfailure double penalties are applied, and whether the 10% overall cap applies cumulatively to all penalty types	The calculation base and interaction of penalty provisions should be made explicit.	RFP Terms Prevail

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27	90-day delivery and commissioning (6.30, 6.36 and 6.41; page no. 17-18)	Kindly confirm the milestonewise schedule for supply, installation, configuration, training, testing and commissioning within 90 calendar days, and whether the delivery penalty applies only to bidder-caused delay after SMC provides site readiness, power and network	A dependency-based schedule is needed to manage the 90-day obligation fairly.	RFP Terms Prevail
28	Resolution Time (6.35: page no:17)	The resolution time for complaints related to hardware malfunctions, including wiring issues, shall be within 6 working hours.?	If any wiring-related issue is identified, such as a cable fault or cable failure, will it fall under the vendor's scope or SMC's scope, considering that the power and network connections to the end devices are provided by SMC? Additionally, in the event of cable failure, please clarify who will be responsible for replacing the cable	RFP Terms Prevail
29	Technical (Minimum) Specifications (Software/firmware updates -18: page no.25)	The tender document does not specify the server and centralized software requirements. Kindly clarify whether the scope includes the supply and installation of biometric devices along with the server and application software, or if only the biometric devices are required to be supplied.	Please clarify whether the scope requires SITC (Supply, Installation, Testing, and Commissioning) of biometric devices only, or includes the associated application software, necessary servers, operating systems, and other required infrastructure. Additionally, please confirm whether these components fall under the vendor's scope or SMC's scope.	RFP Terms Prevail