



The Kangra Central Co-operative Bank Ltd.
Head Office Dharamshala



RFP Notice No. KCCB/IT/2025/BAS/A Dated 15/10/2025

Supply, Installation, Implementation, Configuration, Integration, Testing, Commissioning and Maintenance of Biometric Attendance System at Head Office and various Branch Locations of the Bank

Response to Pre-Bid Queries (Dated November, 1st 2025)

S.N .	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder				Response / Decision of the Committee
1. M/s Mantra Softech (India) Private Ltd.								
1	14	4.1 GENERAL ELIGIBILITY CRITERIA	4. The Bidder / OEM should have a fully functional Helpdesk for Support (24*7)	Requesting you to kindly consider the Helpdesk operational hours as “Monday to Saturday, from 09:00 AM to 07:00 PM,” in line with standard banking hours.				Accepted Clause will be amended suitably
2	45	A.1 DRAFT SERVICE LEVEL AGREEMENT	7. Service Level Definitions:	Description	Response Time	Resolution Time	Mantra Remarks	
				Complete system outage, UIDAI authentication failure, central server not syncing across Bank	1 hour.	4 Hrs. 8 Hrs. for difficult areas.	Kindly remove this service level escalation, as it fully depends on UIDAI and central server issues, which are not related to the System Integrator (SI).	Clarified In case, UIDAI server is down, the Bank shall verify the same before taking an appropriate decision.
				Device failure at HO / key branch, multiple devices non-functional in a region	2 hours.	12 Hrs. 24 Hrs. for difficult areas.	Kindly amend the response time to a minimum of 6 hours.	Accepted
				Individual device fault at non-critical branch, network sync delays beyond 5 minutes	4 hours.	1 day. 2 days for difficult areas.	Kindly amend the response time to a minimum of 8 hours.	Accepted
				Minor performance issues, preventive maintenance, UI/reporting errors not affecting	1 day.	3 days.	Kindly amend the response time to a minimum of 2 working	Accepted

				attendance			days.	
3	27	5.4 TECHNICAL SPECIFICATIO NS OF BAS	7. Memory: 8GB ROM - 64GB storage, 4GB RAM	Kindly clarify the RAM and ROM size?				Clarified Please read 4GB RAM, 64 GB storage
4	27	5.4 TECHNICAL SPECIFICATIO NS OF BAS	11. AI Controller: Built - in	Kindly clarify the use case and consider keeping this clause as optional.				Accepted / Clarified
5	27	5.4 TECHNICAL SPECIFICATIO NS OF BAS	14. Certifications CE, ISO, FDA, STQC, IEC60950, IS13252 Part I, AADHAAR, UIDAI Certified	Requesting you to kindly remove the requirement for “FDA and IEC60950” certifications, as these are not relevant for this project. This amendment will enable wider participation from eligible OEM bidders.				Accepted Clause may be read as: CE, ISO, FCC Part 15B, RoHS, STQC L1, EN / IEC 62368-1, IS13252 Part I, AADHAAR, UIDAI Certified
6	27	5.4 TECHNICAL SPECIFICATIO NS OF BAS	19. Environment Operating Temperature: -20 degree to +60 degree Humidity: 0 to 90 percentage Non- Condensing	Kindly consider revising the Environment Operating Temperature to 0°C to +50°C.				Accepted Clause may be read as: As per UIDAI certifications and guidelines.
7	28	2. Desktop Compatible Fingerprint Scanning Devices	13. Operating Temperature, ESD -5 ~ 45 C, 10 KV	Requesting you to kindly consider devices that are approved by the Government of India/ UIDAI approved for L1 single fingerprint scanner–based devices.				Accepted As per UIDAI certifications and guidelines.
2. M/s Mobi Ocean Technologies (P) Ltd								
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1	15	4.2 Technical Eligibility Criteria	The OEM should have a minimum of 5 years of prior experience in providing Aadhar Enabled Biometric solution using face and finger recognition technology to any Government Entity, Public or Private Sector, Financial Institution or Bank	We request the Department to kindly clarify if Aadhaar enabled Biometric Solutions (POS based) supplied to Fertilizer Department, Public Distribution (PDS) etc. using Fingerprint L1 technology also qualifies as experience? Request to also consider Face/ Fingerprint recognition Technology since Face Authentication was not available 5 years back.	Clarified The experience mentioned will be considered.
2	15	4.2 Technical Eligibility Criteria	The OEM should have supplied a minimum of 1500 Nos. of Aadhaar Enabled Biometric Devices or Kits to any Govt. Department, PSU or Private Organization during last three years.	We request the Department to kindly clarify if Aadhaar enabled Biometric Solutions (POS based) supplied to Fertilizer Department, Public Distribution (PDS) etc. using Fingerprint L1 technology also qualifies as experience? Request to also consider Face/ Fingerprint Recognition Technology since Face Authentication was not available 5 years back.	Clarified The experience mentioned will be considered.
3	15	4.2 Technical Eligibility Criteria	The OEM should be a Make in India Class-1 Local Supplier, having a registration certificate issued by SSI / NSIC / Directorate of Industries, etc.	We request the Department to kindly also consider Class-II local suppliers as well ensuring larger participation, in line with the prevailing Make in India Purchase preference guidelines.	Accepted Clause may be read as: The OEM should be a Make in India Class-1 or Class-2 Local Suppliers, having a registration certificate issued by SSI / NSIC / Directorate of Industries, etc.
4	27	5.4 TECHNICAL SPECIFICATIONS OF BAS	8GB ROM - 64GB storage, 4GB RAM	We request the Department to kindly clarify on the specification: 8GB ROM - 64 GB Storage. Does this mean we can supply ROM/Storage between 8GB-64GB?	Clarified Please read 4GB RAM, 64 GB storage
5	27	5.4 TECHNICAL SPECIFICATIONS OF BAS	8GB ROM - 64GB storage, 4GB RAM	We request the Department to kindly consider 2 GB and 3 GB RAM products as well since the same can easily perform necessary Face and Fingerprint Authentication.	As per the terms & conditions of the RFP

3. M/s LRS Services Private Ltd.

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1	24	5.3 DETAILED SCOPE OF WORK	If they wish, they can fetch all the data on real time basis through APIs or middleware related to the	As per our understanding, AEBAS devices should comply with UIDAI guidelines and NIC provides the client application (APK) for installation on the devices. The attendance data captured through the devices is directly stored in the NIC portal (https://attendance.gov.in/),	Clarified SI need to develop or customize the software or an interface to download

			attendance of all the employees from Aadhaar Database or https://attendance.gov.in/ portal hosted by the NIC, GoI. If this is not possible, then first they need to fetch the entire records or attendance data on periodic basis (daily, weekly or monthly) manually. Depending upon the situation, they will push and integrate the data captured by UIDAI with the HRMS and CBS of the Bank. In any case, on behalf of the Bank, the vendor / SI will tie-up and coordinate with the UIDAI / NIC for the integration and fetching the relevant data	<p>which is a completely online and managed platform.</p> <p>Since the AEBAS data is hosted on NIC servers and not locally accessible, kindly clarify the following points:</p> <p>Whether the Bank expects real-time or periodic data integration directly from the NIC portal through APIs.</p> <p>Whether NIC provides any official API/middleware access for third-party systems (like HRMS/CBS) to fetch attendance data.</p> <p>If such API integration is not available, will manual download of attendance reports from the NIC portal suffice?</p> <p>Please confirm if the vendor/SI's role is limited to ensuring device compliance and successful data transmission to the NIC portal, while the Bank will handle further data integration with HRMS/CBS.</p> <p>This clarification will help us understand the integration scope between the AEBAS ecosystem (UIDAI/NIC) and the Bank's internal HRMS/CBS systems.</p>	<p>the attendance data from (https://attendance.gov.in/ to push the same into the HRMS already deployed by the Bank.</p> <p>It can be automated or scheduled.</p> <p>Further, all the users or employees should be able to view their attendance through the HRMS.</p>
2	28	5.4 TECHNICAL SPECIFICATIONS OF BAS - 2. Desktop Compatible Fingerprint Scanning Devices:	12. distortion :<1% Meeting PIV specifications	It looks to be technical ambiguous and confusion. For better clarity, recommend to replace this with "FBI PIV certificate"	<p>Clarified</p> <p>Clause may be read as:</p> <p>As per UIDAI certifications and guidelines.</p>
3	28	5.4 TECHNICAL SPECIFICATIONS OF BAS - 2. Desktop Compatible Fingerprint Scanning Devices:	14. Certifications: Device as per MOSIP L1 and UIDAI L1 specs, having Pre- certified Renesas Controller, STQC L1 certified, Make in India	Request to remove MOSIP and UIDAI compliance are not relevant as intend of Fingerprint devices are for 2FA login purpose. The fingerprint scanners certified by MOSIP and UIDAI are utilized within their respective ecosystems	<p>Clarified</p> <p>Clause may be read as:</p> <p>As per UIDAI certifications and guidelines. (UIDAI certified L1 Fingerprint Scanner).</p>
4. M/s Excel Marketing Corporation:					
S.N .	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1	24	5.3	Search of employee in any branch office, Head Office based on multiple parameters like employee name, employee code, department, section,	In the BAS, NIC application is being used for Aadhar authentication and since the NIC is the custodian of the data and application in the case of Aadhar, whatever options comes by default in the application can come and there is no change possible or customisation	<p>Clarified</p> <p>SI need to develop or customize the software or an interface to download</p>

			etc.	possible in the application	<p>the attendance data from (https://attendance.gov.in/ to push the same into the HRMS already deployed by the Bank.</p> <p>It can be automated or scheduled.</p> <p>Further, all the users or employees should be able to view their attendance through the HRMS.</p>
2	24	5.3	The bidder must implement a case-locking system for efficient error reporting and tracking.	Kindly clarify if this pertains to the meaning of complaint management portal wherein bank can see the call logs	<p>Clarified</p> <p>The SI/OEM need to provide the CMS portal wherein Users and Bank can raise the complaints and view the status of their call logs / tickets.</p>
3	25	Deliverables, a. Supply	Supply of Aadhaar based biometric attendance devices (fingerprint/face recognition terminals) as per the given specifications and scope of work	Fingerprint and face recognition are two different technologies been used for the attendance. Requesting department to clarify if they required both technologies in the Terminal / Machines or any of them will work?	<p>Clarified</p> <p>Bidders need quote the device with both the technologies (Fingerprint and Face), but at a time only one will be used (Fingerprint or Face recognition).</p>
4	26	h. Maintenance & Support	Preventive maintenance visits (quarterly/biannually)	Request department to keep the PM as Annually only or can be once in 6 months will be enough	Accepted
5	26	h. Maintenance & Support	24x7 helpdesk/email/phone support for technical issues.	24x7 Helpdesk facility will be challenging to cover	<p>Clarified</p> <p>Clause will be amended suitably.</p>
6	26	5.4 TECHNICAL SPECIFICATIONS OF BAS	Screen Size: 5 Inches	In case of Linux 3.5 inches screen use in all the tender, which considers as the standard size. So we request department to change the screen size to minimum as 3.5 inches or above so that the Participation in the RFP can be increase	No change
7	26	5.4 TECHNICAL SPECIFICATIONS OF BAS	Operating System: Android 10 or higher	Linux is widely used Operating System and renowned as the secured OS in case of cyber-attacks. Linux will provide a secure and safe environment to the bank for his operations and lose prevention. So we request department to add the Linux as operating system	<p>Accepted</p> <p>Clause may be read as:</p> <p>Operating System: Android 10 / Linux or higher</p>
8	27	Memory	8GB ROM - 64GB storage, 4GB RAM	Clarified

					Please read 4GB RAM, 64 GB storage
9	27	SD card	MicroSD Card (Should supports up to 32GB)	No change
10	27	Identification Time	Not greater than one second	Since the Aadhar eco systems works behind authentication so the adequate time as per authentication is required	Amended Clause may be read as: Not greater than three second
11	45	Critical	Complete system outage, UIDAI authentication failure, central server not syncing across Bank	SLA should be minimum 24 hours of time, as Server errors and Application errors or other UIDAI/NIC related issues sometime takes extra than usual. In that case only request can be made to custodians to make it fast	Clarified In case, UIDAI server is down, the Bank shall verify the same before taking an appropriate decision.

5. Pace Infosolutions Pvt. Ltd.:

S.N .	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1	15	4.2.3	If the Bidder is not an OEM, then they should have proven expertise in rolling out and implementing at least 05 IT projects related to Networking and Data Centre during last three years.	If the Bidder is not an OEM, then they should have proven expertise in rolling out and implementing at least 05 IT projects related to Networking and Data Centre during last five years with minimum project value of 50 lakhs each.	Accepted Clause may be read as: If the Bidder is not an OEM, then they should have proven expertise in rolling out and implementing at least 05 ICT projects related to Biometric Attendance System, Networking or Data Centre only during last five years with a minimum project value of Rs. 50 lakhs each.

6. M/s Aerial Telecom Solutions (ATS):

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1	15	4.2	If the Bidder is not an OEM, then they should have proven expertise in rolling out and implementing at least 05 IT projects related to Networking and Data Centre during last three years.	We request you to amend as "If the Bidder is not an OEM, then they should have proven expertise in rolling out and implementing at least 05 IT projects related to Networking / Data Centre during last three years."	Accepted Clause may be read as: If the Bidder is not an OEM, then they should have proven expertise in rolling out and implementing at least 05 ICT projects related to Biometric Attendance System,

					Networking or Data Centre only during last five years with a minimum project value of Rs. 50 lakhs each.
7. M/s Digitech System & Infocom Pvt. Ltd.:					
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1	15	4.3	The Bidder should have at least an aggregated turnover of more than ₹ 15 Crore during last three audited financial years (2022-23, 2023-24 and 2024-25). In case of OEM, the aggregated turnover should be more than ₹ 30 Crore during last three financial years.	As per CVC guidelines the required turnover is not more than 1.5 or 2 times the estimate of project cost it is therefore requested you to reduce the turnover criteria to 2 or 2.5 Cr	Not Accepted In view of the nature, scope, and estimated value of the project, the turnover criteria specified in the RFP is reasonable and in line with the CVC guidelines and prevailing norms followed in banking sector procurements.
2	19	4.12	Earnest Money shall be deposited by all the bidders offline in the form of Bank Guarantee / Cheques / Demand Draft. It is compulsory to upload a scanned copy of the EMD as a proof on e-procurement portal https://hptenders.gov.in/ as directed on the portal of the Government of Himachal Pradesh with the bid. The applicable payable amount is ₹ 5,00,000/- (Rupees Five Lacs only).	Clause no 4.12 EMD: As per the Government of India guidelines, relaxation is available in the EMD for MSME/UDYAM/Startup enterprises. Therefore, we request you to give relaxation in the EMD.	Clarified Please refer to Clause 4.4.9 of the RFP. Any relaxation or exemption from submission of EMD shall be extended in accordance with the prevailing rules and guidelines issued by the Govt. of HP or Govt. of India.
8. M/s BLS E-Governance Services:					
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1	26	5.4, 2	Screen Size: 5 inches, Full viewing angle, 170°IPS LCD Screen, Resolution 600*1024	Screen size should be 5 inches or above.	Not Accepted
2	27	5.4, 5	Processor: AMLOGIC, Quad Core ARM Cortex A-53, 1.60 GHZ + ARM	Processor should be 1.6 Ghz or higher.	Not Accepted

			G31 Mali for 3D Graphics		
3	28	5.4, 12	Distortion: < 1% Meeting PIV specifications	Distortion PIV is an international certification and it not required for Manufacturers selling in India as we follow and comply with STQC & UIDAI standards.	Clarified Clause may be read as: As per UIDAI certifications and guidelines.

All the other terms and conditions of the RFP documents will remain unchanged.

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GENERAL MANAGER