

| SI No | Page No | Section  | RFP Clause/Sub Clause           | Detailed Clause No  | Replies for Pre-Bid queries of GEM/2025/B/6403728 dated 01/07/2025 Supply of 1500 Nos. Of Biometric Fingerprint Scanner Devices for Biometric Login Solutions with 1 Year Warranty in Canara Bank | Bidders Query  | Bank's Reply   |
|-------|---------|--|---------------------------------|---|---|--|--|
| 1     | -       | -  | Generic                         | NA  |   | Core Banking Software (CBS) currently being used by the Bank   | Bank is presently using Oracle's FLEXCUBE Core Banking Solution. However, the devices supplied may be used by the Bank for other applications of the Bank also and there should not be any restriction by the bidder OEM in this regard. |
| 2     | -       | -  | Generic                         | NA  |   | Which biometric devices (make/model) compatible devices that are supported or certified to work with the above CBS.  | The following devices are presently used in the Bank:<br>1. Mantra MF5100<br>2. Nitgen HFDU08  |
| 3     | 59      | Annexure-2   | Qualification Criteria          | 5. The bidder should have an average annual turnover of Rs.30 Lakhs during last 3 financial years (i.e., 2021-22 & 2022-23, 2023-24) from Indian operations. This must be the individual company turnover and not of any group of companies.  |   | Business of the company (including employees) has been transferred from thakral services (India) Ltd (TSIL) to Thakral Innovation Pvt Ltd (TIPL) from 1st October 2013 hence company do not have turnover for the year 2021-22 and 2022-23, but transferor company (TSIL) have the business for more than 20 years. Hence, we request you to consider our eligibility for participating in the bid   |  |
| 4     | 59      | Annexure-2   | Qualification Criteria          | 8. The Bidder/ OEM should have supplied at least 1000 LO/L1 Biometric devices in single/cumulative order to at least one (01) Central Government/ Public Sector Organisation/ Publicly Listed Companies/ Scheduled Commercial Banks in India during last three years as on the date of submission of bid.   |   | The Bidder/OEM should have supplied at least 1000 LO/L1 Biometric devices in single/cumulative order to at least one (01) Central Government /Public Sector Organisation/ Publicly Listed Companies/ Scheduled Commercial Banks in India during last three years as on the date of submission of bid   | Bidder to comply with RFP terms and Conditions.  |
| 5     | 68      | Annexure-8   | Scope of Work                   | 10. The proposed device should be STQC certified as on date of submission of bid or should have held valid STQC certification any time within one year from the date of submission of bid. The selected bidder should provide valid STQC certificate for the supplied device (LO) - Non UIDAI certificate) anytime during the warranty period if required within 60 days from the date of intimation from the bank.   |   | Biometric Device LO is not having STQC can we quote L1 with STQC   | Bidder to comply with RFP terms and Conditions.  |
| 6     | 16      | SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS | 3. Penalties/Liquidated Damages | 3.3. The selected bidder should provide valid STQC certificate for the supplied device (LO) - Non UIDAI certificate) anytime during the warranty period, if required by the Bank, within 60 days from the date of intimation from the Bank. Failing to provide the same will attract penalty of 10% of TCO.   |   | As per UIDAI's directive, all LO fingerprint scanners were discontinued for Aadhaar use from 30.04.2025, and STQC certification is only applicable for Aadhaar-based devices. Additionally, STQC has stopped issuing or renewing certifications for LO devices.<br><br>Since the RFP refers to LO devices (presumably for BAS use), we request the Bank to kindly remove the clause requiring a valid STQC certificate during the warranty period. As mentioned in the scope, we request the Bank to accept devices that held valid STQC certification any time within one year from the bid submission date.<br><br>Kindly confirm. | Bidder to comply with RFP terms and Conditions.  |
| 7     | 18      | SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS | 6. Warranty                     | 6.1. The entire equipment's / hardware deployed shall be under Comprehensive Onsite Warranty covering all parts, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of 1 year from the Date of Delivery/Installation/commissioning.<br>6.2. If the hardware does not perform in accordance with the Contract during the Warranty Period, then the Bidder shall take such steps as necessary to repair or replace the Hardware. Such warranty service shall be provided at the Vendor's expense and shall include all media, parts, labour, freight and insurance to and from the Department's site. |   | As, the biometric devices are secured and cannot be opened on field or service center and have to be brought to factory. Hence we request bank to send the defective devices to our bidder office and bidder can send the working device back to bank location. Bidder can dispatch the repaired device within 72 hours.<br><br>Request you to kindly consider removing the onsite warranty requirement.   | Bidder to comply with RFP terms and Conditions.  |
| 8     | 18      | SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS | 6. Warranty                     | 6.3. If any defect in the Hardware is not rectified by the Bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the Bank: a) the defect has been corrected; and b) the hardware functions in accordance with the Contract for a reasonable period of time.  |   | We request the Bank to kindly define what is considered a "reasonable period of time" during which the hardware must function as per the contract, after defect correction. This will help ensure clear mutual expectations and avoid any ambiguity during the warranty extension period.  | Reasonable period of time is the extended warranty period.   |
| 9     | 18      | SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS | 8. Local support                | 8.2. The bidder will be responsible for attending complaints during all hours 24*7*365 basis of contract period.  |   | We request the Bank to consider modifying the 24x7x365 support requirement to align with the Bank's working hours, i.e., 8 hours per day, 5.5 days a week (with 2nd and 4th Saturdays off).<br><br>As the devices are intended for BAS use and will be used during banking hours only, 24x7 support may not be necessary.  | Bidder to comply with RFP terms and Conditions.  |
| 10    | 67      | Annexure-7 Office Details                            | Annexure-7 Office Details       | 1. Bengaluru  |   | We request the Bank to kindly consider removing this requirement, as the RFP is for LO/Public biometric devices which are factory-sealed and cannot be repaired in the field or at service centres. Any support required can be efficiently provided remotely from our Head Office.<br><br>Hence, we request the Bank to consider our Head Office location for support and coordination purposes.  | Bidder to comply with RFP terms and Conditions.  |



| SI No | Page No | Section   | RFP Clause/Sub clause                               | Detailed Clause No  | Bidders Query  | Bank's Reply                                    |
|-------|---------|---|---|---|--|---|
| 11    | 68      | Annexure-8<br>Scope of Work                         | Annexure-8<br>Scope of Work                         | 10. The proposed device should be STQC certified as on date of submission of bid or should have held valid STQC certification any time within one year from the date of submission of bid. The selected bidder should provide valid STQC certificate for the supplied device (LO) - Non UIDAI certificate) anytime during the warranty period if required within 60 days from the date of intimation from the bank.   | As per UIDAI's directive, all LO fingerprint scanners were discontinued for Aadhaar use from 30.04.2025, and STQC certification is only applicable for Aadhaar-based devices. Additionally, STQC has stopped issuing or renewing certifications for LO devices.<br>Since the RFP refers to LO devices (presumably for BAS use), we request the Bank to kindly remove the clause requiring a valid STQC certificate during the warranty period. As mentioned in the scope, we request the Bank to accept devices that held valid STQC certification any time within one year from the bid submission date.<br>Kindly confirm. | Bidder to comply with RFP terms and Conditions. |
| 12    | 70      | Annexure-9<br>Technical and Functional Requirements | Annexure-9<br>Technical and Functional Requirements | 22. Image acquisition and storage: According to UIDAI / RBI guidelines  | As the RFP is for LO/Public fingerprint scanners to be used for internal BAS use cases, we request the removal of the reference to UIDAI/RBI guidelines under point 22(Annexure-9). As per UIDAI's directive, LO devices have been discontinued for Aadhaar authentication from 30.04.2025, and hence UIDAI/RBI guidelines are not applicable for this use case.   | Bidder to comply with RFP terms and Conditions. |
| 13    | 71      | Annexure-9<br>Technical and Functional Requirements | Annexure-9<br>Technical and Functional Requirements | 27. STQC Certification:<br>The proposed device should be STQC certified as on date of submission of bid or should have held valid STQC certification any time within one year from the date of submission of bid.<br>The selected bidder should provide valid STQC certificate for the supplied device (LO) - Non UIDAI certificate) anytime during the warranty period, if required by the Bank, within 60 days from the date of intimation from the bank. | We request the Bank to kindly remove the clause requiring a valid STQC certificate during the warranty period. As mentioned in the scope, we request the Bank to accept devices that held valid STQC certification any time within one year from the bid submission date.  | Bidder to comply with RFP terms and Conditions. |



Replies for Pre-Bid queries of GEM/2025/B/6403728 dated 01/07/2025 Supply of 1500 Nos. Of Biometric Fingerprint Scanner Devices for Biometric Login Solutions with 1 Year Warranty in Canara Bank

| SI No | Section   | RFP Clause/Sub clause                      | Detailed Clause No  | Bidders Query   | Bank's Reply   |
|-------|---|--|---|---|--|
| 14    | Section C - Deliverables and Service Level Agreements | Clause 1.1 Project Timelines               | The vendor shall submit the acceptance of the Purchase Order within seven (7) days from the date of receipt of Purchase Order. In case of non-receipt of acceptance by the due date, the Purchase Order shall deem to have been accepted by the vendor.   | We understand that the Vendor shall respond within 7 days period for acceptance of the Purchase Order. We request you to please increase and modify this period to 14 days. In this regard, we suggest the following revisions: The vendor shall submit the acceptance of the Purchase Order within <u>fourteen (14) days</u> from the date of receipt of Purchase Order. In case of non-receipt of acceptance by the due date, the Purchase Order shall deem accepted by the vendor. | Bank's Reply<br>Bidder to comply with RFP terms and Conditions.  |
| 15    | Section C - Deliverables and Service Level Agreements | Clause 1.2 Project Timelines               | Clause 1.2 -Bank shall provide the address and contact details for delivery of Biometric devices while placing the order. Delivery of Biometric devices shall be made to the locations specified by the Bank. The exact delivery addresses will be communicated to the selected bidder.                 | Clause 1.2 -Bank shall provide the address and contact details for delivery of Biometric devices while placing the order. Delivery of Biometric devices shall be made to the locations specified by the Bank. The exact delivery addresses will be communicated to the selected bidder.   | Delivery location will be at Bank's Office's in Bangalore. Exact delivery details will be shared to the successful Bidder. |
| 16    | Section C - Deliverables and Service Level Agreements | Clause 3.1.2 Penalties/Liquidated Damages  | However, the total Penalty/LD to be recovered under above clauses 3.1.1. shall be restricted to 50% of the cost of delayed Biometric device.  | Request reduction of maximum LD from 50% to 10% of the cost of delayed devices. Kindly revise it to include the following: 'However, the total Penalty/LD to be recovered under above clauses 3.1.1. shall be restricted to 10% of the cost of delayed Biometric device.'   | Bidder to comply with RFP terms and Conditions.  |
| 17    | Section C - Deliverables and Service Level Agreements | Clause 12.1 Sub Contracting                | VENDOR/ SERVICE PROVIDER shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the VENDOR/ SERVICE PROVIDER under the contract without the prior written consent of the BANK.  | Request the following modifications in the sub-contracting clause: VENDOR/ SERVICE PROVIDER shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the VENDOR/ SERVICE PROVIDER under the contract <u>without the prior intimation</u> to the BANK.   | Bidder to comply with RFP terms and Conditions.  |
| 18    | Section C - Deliverables and Service Level Agreements | Clause 16.1. Software, Drivers and Manuals | The selected bidder shall supply along with each item all the related documents, Software Licenses loaded in the Hardware items without any additional cost. The documents shall be in English. These will include but not restricted to User Manual, Operation Manual, Other Software and Drivers etc. | Request the following modifications in the clause: The selected bidder shall supply along with each item all the related documents, Software Licenses (if any) loaded in the Hardware items without any additional cost. The documents shall be in English. These will include but not restricted to User Manual, Operation Manual, Other Software and Drivers etc..  | Bidder to comply with RFP terms and Conditions.  |
| 19    | Section F - Ownership and Awarding of Contract        | Clause 8 Fixed Price                       | The prices quoted in the tender response will be fixed for the period of the contract.  | Request the following modifications in the clause: The price quoted in the tender response will be fixed <u>from the date of acceptance of the Purchase Order</u> , by the selected bidder, till the period of the contract.  | Bidder to comply with RFP terms and Conditions.  |
| 20    | Section G - General Conditions                        | Indemnity for IP Breach                    | Addition of clause 11.5   | We understand that there is no indemnity provided to the successful bidder in case of any IP breach solely attributable to the Bank. We request to include the following suggested clause: <u>The Bank shall indemnify and hold harmless the successful bidder against all claims, damages, loss or expense arising out of any infringement of third party rights by any act or omission attributable to the Bank.</u>  | Bidder to comply with RFP terms and Conditions.  |
| 21    | Section G - General Conditions                        | Limitation of Liability                    | Clause 21-4- VENDOR/ SERVICE PROVIDER's aggregate liability shall be subject to an overall limit of the total Cost of the project.  | We understand that the total liability of the Vendor/ Service Provider is capped to the total cost of the project. However, request the following revisions in the clause: 'VENDOR/ SERVICE PROVIDER's aggregate liability shall be limited to <u>50% (fifty percent)</u> of the total Cost of the project.'  | Bidder to comply with RFP terms and Conditions.  |
| 22    | Section G - General Conditions                        | Clause 21-Indemnity                        | Addition of clause 21.5   | We understand that there are no exceptions to the indemnity clause in case of indirect and consequential damages. We request to include the following suggested clause: <u>'In no event shall any party be liable for any indirect or consequential damages for any special, incidental, indirect, or consequential damages whatsoever (including, without limitation to, damages for loss of business profits or business opportunity).'</u>   | Bidder to comply with RFP terms and Conditions.  |
| 23    | Section G - General Conditions                        | Section G - General Conditions             | Bid End Date/23-07-2025   | Kindly provide extension of 2 weeks post pre bid queries response to submit the bid.  | Bidder to refer Corrigendum-1  |
| 24    | Annexure-I  | Data Processing Terms and Conditions       | Data Processing Terms and Conditions  | Plsaeae remove this clause form bid .Wwe supply any LO biometric device   | Bidder to comply with RFP terms and Conditions.  |
| 25    | schdule 1 and 2                                       | schdule 1 and 2                            | schdule 1 and 2   | Plsaeae remove this clause form bid .Wwe supply any LO biometric device   | Bidder to comply with RFP terms and Conditions.  |



*[Handwritten Signature]*  
 Deputy General Manager

Date : 17-07-2025  
 Place: Bengaluru