

**Pre-Bid Responses to the RFP for Supply, Installation & Maintenance of Pehchan Service Kiosk**

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Query Response	Change/Amendment
1	45	Annexure -2: Item 3. Sr. No. 7	Card Thickness- 9 Mil- 40 MIL	<p><b>Query:</b> Industry Standard is 30 MIL so the Variation is considered From 30MIL to 40 MIL</p> <p><b>Suggestion:</b> As per industry standard, most of branded printers support card thickness of 10-40 mil. Hence, requested to change the card thickness from 9-40 mil to 10-40 mil. Also as the Bhamasha, Aadhaar, Election cards are with 30 mil thickness so it is recommended to use 10-40 mil cards for your purpose.</p>	Refer Final RFP	Accepted
2	44	Annexure -2: Item 3.	PVC Card Printer OEM Cretria	<p><b>Query:</b> There is no criteria set for any PVC card printer OEM to make a choice of a reputed ,consistent stable brand Since the printer are highly complex Electromechanically Components , so having a reputed OEM with consistent sales records and supply capability should be considered.</p> <p><b>Suggestion:</b> To have proper choice it suggested that 1. PVC card Printer OEM should have an Indian office &amp; should have sold at least 15000 printer in past 4 years with min of 5000 printers in last 2 years in Indian subcontinent 2.The card printer OEM Should have experience of handling atleast one order of 1000+ printers supplied to a single Govt customer 3. OEM should have an ISO certified service</p>	Refer Final RFP	Clause Amended

				center in India operational for at least 3 years for ensuring quality service handling		
3	44	Annexure -2: Item 3.	Ribbons	<p><b>Query:</b> As the tender is for Kiosk which includes printing of Aadhaar card, Bhamashah card for individual, Bhamashah card for Family &amp; other certificates/cards it should mention requirement of particular ribbon</p> <p><b>Suggestion:</b> Aadhaar card, Bhamashah card and other cards have specific design and required particular ribbon for printing. Hence, it is recommended to mention specific ribbon type with yield required for printing of each card.</p>	Refer Final RFP	Clause Amended
4	44	Annexure -2: Item 3.	Cleaning Kit	<p><b>Query:</b> since the printers are going to be installed at multiple locations , it becomes very important to have cleaning rollers and cleaning kit to optimise the performance of Printers</p> <p><b>Suggestion:</b> Each ribbon should have an integrated cleaning roller to clean the card surface before printing. The rollers should be replaced with the ribbon. One cleaning Card should be supplied with each printer</p>	As per final RFP	
5	44	Annexure -2: Item 3.	Display	<p><b>Query:</b> There is no mention of Display units on the printers. As the Kiosk will be operated at various locations, it should have clear message for each error / printing method / process.</p> <p><b>Suggestion:</b> We recommend LCD / LED display having printer to understand any error message / printing process / requirement easily.</p>	No Change	
6	44	Annexure -2: Item 3.	Platform	<p><b>Suggestion:</b> Kindly specify the backend software with</p>	SI shall assist the purchaser	

				which the card printers need to be connected for particular application of card printing.	for necessary functionality		
7			DOIT	<p><b>Query:</b> since DOIT is working on a similar project parellelly for purchase of PVC Printer</p> <p><b>Suggestion:</b> it is best to have common technical specifications for both the tenders. 1) hassle free easy drop-in cartridge with integrated cleaning roller 2) LCD Display - to have clear printing, error &amp; process messages for ease of trouble shooting 3) ymcko - 250 panels 4) YMCKOKO -250 panels</p>	Refer Final RFP	Clause Amended	
8	45	Annexure item 3	-2	card size CR80/CR-79	<p>Query: All the three application requires CR 80 size Card</p> <p>Suggestion: Kindly remove the option of CR/79.</p>	Refer Final RFP	CR 80
9				Ribbons	<p><b>Query:</b> Kindly Specify the Consumables and Quantity needed in Terms of Total Cards to be printed as each OEM has sepreate Quantities of Panels card printing capacity per Role.</p> <p><b>Suggestion:</b> Hence it is advicable to provide a card Quantiry so that the bidders cab quote for appropciate no of Ribbons as per brand used and all bidders will have level playing Ground.</p>	Refer Final RFP	Clause Amended
10				Cleaning Kit	<p>As suggested Above Kindly specify the no of Cleaning cards to be supplied for the tender. We insist to have a proper quality cleaning rollers , and should be changed with every ribbon.</p>	Refer Final RFP	Clause Amended

11	45	Annexure 2- Item no 5	Stacker Less Cash Validator & Acceptor	Kindly specify as who would be responsible for cash deposited n the Kiosk. The bidder or Department.	Refer Final RFP	Department (Purchaser) is responsible
12	42	Annexure 1 -	Digital Signage Solution	Could you please clarify, as what is required Digital Signature??	Refer Final RFP	Remove as mentioned in BoM
13			Server	Kindly clear as who will maintain the server, The bidder or the Department.	Refer Final RFP	Applications related to the services and card printing will be provided by the purchaser and the same would be hosted on RSDC by the purchaser.
14	45	Item no.3, S.No. 6	Card size: CR-80 /CR-79	We have seen only CR80 size card. We assume we need to support CR80 only (and not CR79). Please confirm	Refer Final RFP	CR 80
15	45	Item no.3, S.No. 8	OS Compatibility : Windows 10 IoT	Please also consider Windows7 or Windows8 compatibility, as well ?	As per final RFP	
16	45	Item no.3, S.No. 9	Input Hopper Card Capacity: 100 cards	We suggest Multi-Hopper printer with 100 cards capacity, in each hopper.	As per final RFP	
17	44	Item no. 3:	Multi-Color PVC Card Printer Unit	We understand there is requirement of 3 PVC card printers per kiosk, whereas same can be done by Single Multi-Hopper printer. To manage different stock of pre-printed cards, multi-Hopper inputs printers can be provided. Please confirm. This will not only help in managing total printer inventory, but also will help you in managing consumables better, avoid error in manual card/Ribbon loading in each printer and also end user ease of use by collecting the card from single collection tray. Single printer with Multi-Hopper also eliminates requirement of stocking of inventory for different type of Ribbon Rolls (YMCKO / YMCKOKO etc.) <b>Kindly note printing cost per card using YMCKO/YMCKOKO is marginal and will not</b>	Refer Final RFP	Clause Amended

				<b>have any great impact on overall cost of card to the citizens.</b>		
18	44	Item no. 3:	Multi-Color PVC Card Printer Unit	<p>3 types of Pre-Printed cards, namely, Aadhaar, Bhamashah-Family &amp; Individual can be managed through single printer, through Multi-Hopper Inputs trays.</p> <p>We will not recommend use of Blank PVC card, using single input hopper printer. This will greatly impact the consistency of card background printing quality( Bhamashah card), using Full panel Color Ribbon.</p> <p>Since, Bhamashah card requires Hologram on Blank/Pre-printed cards, Single hopper will not fit the purpose.</p>	Refer Final RFP	Clause Amended
19	68	ANNEXURE-13: Layouts	2-D DRAWINGS	We request you to kindly modify the depth of the kiosk, with increased dimensions, to meet the printer dimensions? Request to keep it optimum for single input hopper printers with 55 CM length, with allowed variance of +/- 10%. In case You decide to go with Multi-Hopper option, the dimensions has to be aligned accordingly		
20			General query	Kindly advise on total card volumes, consumables requirement, Warranty etc.	Refer Final RFP	Clause Amended
21			General query	Please clarify who will do the integration of kiosk/printer with the backend for fetching the data and printing?	SI shall assist the purchaser for necessary functionality	
22	40	7	Payment Terms and Schedule <ul style="list-style-type: none"> <li>• 60% after Delivery</li> <li>• 35% after Installation</li> <li>• 5% against the</li> </ul>	Suggested payment Terms as below <ul style="list-style-type: none"> <li>• 15% after Installation</li> <li>• 5% against the submission of BG of equal amount (5% of Capex)</li> </ul>	No Change	

			submission of BG of equal amount (5% of Capex)			
23	4	1	Bid Security (EMD) Amount (INR): Rs. 2.50 Crores (Rupees Two Crore Fifty Lakhs only) [2% of the estimated procurement cost].	Suggestion for EMD Please Exempt or wave off EMD amount for Bidders/OEM who is registered with NSIC (M/o MSME) and having valid NSIC Certificate.	Refer Final RFP	As per GoR MSME policy
24	20	26	PBG- The amount of performance security shall be 5% of the amount of the total bid value considering all the quantities valid for a period of 60 days beyond the date of completion of all contractual obligations of the bidder, including warranty obligations and maintenance and defect liability period.	We request to allow PBG submission for 1 year initially and thereafter it will renew further for next years	No Change	
25	28	10 C	The Supplier/ Selected Bidder shall arrange to supply, install and commission the ordered materials/ system as per specifications within the specified delivery/ completion period at various departments and/ or their offices/ locations mentioned in the PO/ WO.	1. Requested to give district wise location list for early supply and installation. 2. Requested to give contact number, person name and place of installation for eg. Ground floor/1st floor etc.	Refer Final RFP	Will be intimated to the successful bidder

26	28	10 (d)	Shifting the place of Installation: The user will be free to shift the place of installation within the same city /town/ district/ division. The successful/ selected bidder shall provide all assistance, except transportation, in shifting of the equipment. However, if the city/town is changed, additional charges of assistance in shifting and providing maintenance services for remaining period would be decided mutually.	We request to consider Actual delivery period to start from the date of confirmation from buyer in writing with necessary documentation required for shifting/diversion.	No Change	
27	33	26	LD: Delay upto 1/4 period- 2.5%, exceeding 1/4 but not exceeding 1/2- 5%, Delay exceeding 1/2 but not exceeding 3/4 -7.5% and delay exceeding 3/4 -10%. The maximum amount of LD is 10%	LD should be charged only on basic value of delayed material. Please amend	No Change	
28	40	7	Payment Term- Installation (Phase-1)- 35% of the Capex value (i.e. value excluding Maintenance & Support Services) for the completed Work*	We request to amend as : 1. It should be 40% instead of 35% because PBG is already submitted by bidder before execution of project,therefore there arise no requirement for submitting any PBG further. 2.) In case of any delay in installation beyond in control of bidder then balance payment should be release based on Site Not ready (SNR) certificate.	No Change	

29	9	1) Phase-I: A. Supply & Installation	Electricity connection is available at the designated location. However, SI shall be required to install Plug point/ Power point. SI need to ensure that there is proper electricity cabling/ laying/ casing/ trenching/ MCB connection, in case new electricity points are required to be installed. SI shall make suitable arrangement in kiosk to handle power fluctuation. And in case of any damage happen to the kiosk due to power fluctuation, SI shall be liable to get it repaired & re-installed at no extra cost to the supplier.	Power point / Plug Point / electricity cabling / laying/ casing / trenching / MCB connection installation is under Rajcomp scope, Kindly consider. However we will provide sufficient Power cord and Lan cable length to connect Kiosk on Power and Network.  For power fluctuation request for Rajcomp to provide UPS supply for smooth working of the Kiosk. or Request to add Line of item in BOQ requirement.  Also request to mention cable length as below in requirement for common solution to all bidders: LAN Cable - 20mtr Power Cable - 8mtr	No Change	
30	10	B. Features required in Kiosk	The kiosk shall be equipped with HD web camera to enable video conferencing	Request to confirm how VC will be performed on Kiosk? RISL will provide client for this. Kindly confirm details.	Refer Final RFP	VC functionality is not in the scope of RFP
31	42		ANNEXURE-1: BILL OF MATERIAL (BoM) Estimated no. of site is 10,000 and these would be across the State of Rajasthan.	Request to confirm final required qty of Kiosks 5000 or 10000? This is contradictory.	Refer Final RFP	5000
32	42	ANNEXURE-1: BILL OF MATERIAL (BoM)	Digital signage solution	Request to elaborate the requirement on the Kiosk. How RISL will handle Signage and Application control for transitions as it has only single screen for transactions only.	Refer Final RFP	Remove as mentioned in BoM



33	42	ANNEXURE-1: BILL OF MATERIAL (BoM)	Multi-Color PVC Card Printer – 3 no`s for each kiosk	Request RISL to consider and amend the clause as: <b>"Kiosk should support multi-colour Card Printing solution with 03 different Verities of card feeding facility. "</b>	Refer Final RFP	Clause Amended
34	43	ANNEXURE-2	Also, the bidder is required to submit the technical compliance statement for all items and required to submit the same on respective OEM's letter-head where MAF is required.	We will provide MAF for complete solution instead of individual items. However we will share BoQ details with vendor details. Kindly consider and confirm.	Refer Final RFP	Require MAF for all the items (except Touch Screen Unit and Metallic Keyboard)
35	44	Item no. 1: Kiosk Enclosure	Industrial PDU with 6 Amps Fuse Protection individual having minimum 10 sockets	Request to consider MCB instead of fuse in PDU for protection.	Refer Final RFP	Industrial grade 6 Amps 10 socket PDU with MCB Protection
36	44	Item no. 3: Multi-Color PVC Card Printer Unit	Security Features	Please add below mention specifications in Card Printer requirement: Card Present and retract facility for leftover cards. Printer should be capable to print custom water mark feature through overlay. Resin Threshold feature to print high quality monochrome text Resin erase feature to hide residual info on the ribbon panel	Refer Final RFP	Clause Amended
37	44	Item no. 3: Multi-Colour PVC Card Printer Unit		Kiosk should support multi-colour Card Printing solution with 03 different Verities of card feeding facility.	Refer Final RFP	Clause Amended
38	45	Item no. 5: Stacker less Cash validator & Acceptor		Please add below mention specifications in Card Printer requirement: Firmware/ note table updates : Flash memory/ Smart-Stick memory or remote downloadable	Refer Final RFP	It is firm`s responsibility to upgrade any patches whenever such ptches are released by the OEM and also inform the purchaser accordingly.
39	46	Item no. 6: Card Reader Cum PINPAD	Dip type Magnetic stripe reading with Magnetic/Chip reading	Kindly consider : <b>E46</b>	Refer Final RFP	Swipe type Magnetic stripe reading with DIP Chip reading

		a) Specifications of Card Reader				
40		Item no. 7: Metal Keyboard with Trackball/Trackpad	Front panel size: 365*105mm +/- 5%	Kindly consider : Front panel size: 365*105mm +/- 10%	Refer Final RFP	+/- 10%
41		Item no. 8: Thermal printer	Certification : BIS Certified	Request to remove BIS requirement for thermal Printer, BIS is applicable for POS printers only which is not suitable for Kiosk environment. Please consider SST based Printers in requirement.	Refer Final RFP	Clause Amended
42		New addition for Remote monitoring system		Please consider to add below specifications for Device Health monitoring system: Remote Monitoring Solution(RMS), capable of remotely monitor component level health monitoring, capable of centrally pushing contents to kiosks etc.  In case RISL decide to split Kiosk in L1 and L2 then Remote Monitoring Solution will be taken from only L1 bidder and L2 bidder shall have to procure and provide the same client.	No Change	
43		New addition for Remote monitoring system		Also, RFP should have separate provision for Remote Monitoring Solution commercials in TCO.	No Change	
44		New Addition for Camera Software (Need to provide by Bidder)		Integrated Kiosk Surveillance Solution (DVSS) - The solution should use one camera for Motion as well as event based Transaction images. Camera should be suitably positioned to take image of the person. • The Solution should be able to store the images in a digital format for minimum on first in first out basis for 6 months at an average of 300 transactions per day. The back-ups will be	Camera removed from BOM	

			<p>taken at mutually agreed intervals and locations. The vendor has to supervise that DVSS images are getting recorded in Kiosks.</p> <ul style="list-style-type: none"> <li>• The Solution must be able to capture and stamp the transaction information in the images and super impose date, time and transaction data on to the recorded images.</li> <li>• The Camera should be pilfer proof and hidden and integrated within the Kiosks.</li> <li>• The Solution should be able to store the images in a digital format for minimum six months (For the purpose of capacity estimate, the average daily volumes can be taken as 300).</li> <li>• The system should have adequate provision for storing the images, back-up and archived images.</li> <li>• The Solution must provide an interface to browse, search and archive the stored images on hard disc or external media</li> <li>• The Solution must be configurable to suit different site requirements and must be capable of performing under extreme conditions.</li> <li>• The Solution should support Water Marking for image authentication.</li> <li>• The Solution must have support for centralized monitoring for DVSS status.</li> <li>• The solution must not degrade the performance of Kiosks, e.g., speed of normal transaction.</li> </ul>		
45			Can a Card printer manufacturer authorise more than 1 bidder? Please clarify.	Yes	

46	Page 47	Item no.10; Single finger print Aadhar Authentication Device	Request for addition : - 1.FMR Generation,FMR Signing, PID Creation and Encryption at device Level 2.Secure Boot :- Department is looking for 3 years warranty, we understand that minimum project life is 3 years. As we understand from UIDAI guidelines on Registered Device Level 1 through UIDAI Aadhaar Registered Device Technical Specification - Version 2.0 (Revision2) Dated: 18th July 2017, UIDAI would like to have Level 1 in few months for Bimetric devices. As, STQC and UIDAI has provided only Level 0 certificate, RISL/Deptt can procure device whihc is L1 compliant with L0 certificaion. As per UIDAI Level 0 is only for Old and Deployed device. L1 compliance POC can be organised as Part of technical evaluation. 1. Secure Boot 2. PID Creation and Encryption at device Level	No Change	
47	Page 47	Item no.10; Single finger print Aadhar Authentication Device	Request for addition -- Minimum Active Platten Area 15.24mm * 20.32mm : - As per UIDAI authentication accuracy test dated 27.03.2012, FAP 20 devices perform 300% more accurate than FAP 10. We would request bank to ask for Minimum Scan Area 15.24mm * 20.32mm	No Change	

48	Page 47	Item no.10; Single finger print Aadhar Authentication Device		<p>Request for addition :- Encryption of Fingerprint Template Using Hardware Secure Crypto Processor</p> <p>:- Department is looking for 3 years warranty, we understand that minimum project life is 3 years. As we understand from UIDAI guidelines on Registered Device Level 1 through UIDAI Aadhaar Registered Device Technical Specification - Version 2.0 (Revision2) Dated: 18th July 2017, UIDAI would like to have Level 1 in few months for Bimetric devices. As, STQC and UIDAI has provided only Level 0 certificate, RISL/Deptt can procure device whihc is L1 compliant with LO certificaion.</p> <p><b>As per UIDAI Level 0 is only for Old and Deployed device.</b></p> <p>L1 compliance POC can be organised as Part of technical evaluation.</p> <ol style="list-style-type: none"> <li>1. Secure Boot</li> <li>2. PID Creation and Encryption at device Level</li> </ol>	No Change	
49	Page 47	Item no.10; Single finger print Aadhar Authentication Device		<p>Request for addition :- Secure Boot With RSA Signature Verification :- Department is looking for 3 years warranty, we understand that minimum project life is 3 years. As we understand from UIDAI guidelines on Registered Device Level 1 through UIDAI Aadhaar Registered Device Technical Specification - Version 2.0 (Revision2) Dated: 18th July 2017, UIDAI would like to have Level 1 in few months for Bimetric devices. As, STQC and UIDAI has provided only Level 0 certificate, RISL/Deptt can procure device whihc is L1 compliant with LO certificaion.</p> <p><b>As per UIDAI Level 0 is only for Old and Deployed device.</b></p> <p>L1 compliance POC can be organised as Part of</p>	No Change	

				<p>technical evaluation.</p> <ol style="list-style-type: none"> <li>1. Secure Boot</li> <li>2. PID Creation and Encryption at device Level</li> </ol>		
50	Page 47	Item no.10; Single finger print Aadhar Authentication Device		<p>Request for addition :- Fingerprint Capture and Extraction Module Using TEE (Trusted Execution Environment) :- Department is looking for 3 years warranty, we understand that minimum project life is 3 years. As we understand from UIDAI guidelines on Registered Device Level 1 through UIDAI Aadhaar Registered Device Technical Specification - Version 2.0 (Revision2) Dated: 18th July 2017, UIDAI would like to have Level 1 in few months for Bimetric devices. As, STQC and UIDAI has provided only Level 0 certificate, RISL/Deptt can procure device whihc is L1 compliant with L0 certificaion.</p> <p>As per UIDAI <b>Level 0 is only for Old and Deployed device.</b></p> <p>L1 compliance POC can be organised as Part of technical evaluation.</p> <ol style="list-style-type: none"> <li>1. Secure Boot</li> <li>2. PID Creation and Encryption at device Level</li> </ol>	No Change	
51	Page 47	Item no.10; Single finger print Aadhar Authentication Device		<p>Request for addition :- Secure Processor with Hardware RSA Keystore, Signing, RSA-2048, AES-256, SHA-256, TRNG :- Department is looking for 3 years warranty, we understand that minimum project life is 3 years. As we understand from UIDAI guidelines on Registered Device Level 1 through UIDAI Aadhaar Registered Device Technical Specification - Version 2.0 (Revision2) Dated: 18th July 2017, UIDAI would like to have Level 1 in few months for Bimetric devices.</p> <p>As, STQC and UIDAI has provided only Level 0 certificate, RISL/Deptt can procure device</p>	No Change	

				<p>whihc is L1 compliant with L0 certificaion.  As per UIDAI <b>Level 0 is only for Old and Deployed device.</b>  L1 compliance POC can be organised as Part of technical evaluation.  1. Secure Boot  2. PID Creation and Encryption at device Level</p>		
52	Page 47	Item no.10; Single finger print Aadhar Authentication Device		<p>Request for addition:-Operating Temperature  0° to 55° C :-,As tempreture variation is high in  Rajasthan, operating tempreture should be 0°  to 55° C</p>	No Change	
53	Page 47	Item no.10; Single finger print Aadhar Authentication Device		<p>Request for addition :- Certifications STQC,  FCC, CE, WHQL, RoHS :- Department  is looking for 3 years warranty, we understand  that minimum project life is 3 years. As we  understand from UIDAI guidelines on  Registered Device Level 1 through UIDAI  Aadhaar Registered Device Technical  Specification - Version 2.0 (Revision2) Dated:  18th July 2017, UIDAI would like to have Level  1 in few months for Bimetric devices. As,  STQC and UIDAI has provided only Level 0  certificate, RISL/Deptt can procure device  whihc is L1 compliant with L0 certificaion.  As per UIDAI <b>Level 0 is only for Old and  Deployed device.</b>  L1 compliance POC can be organised as Part of  technical evaluation.  1. Secure Boot  2. PID Creation and Encryption at device Level</p>	No Change	
54				<p>Hardware TPM – hardware encryption encrypts  thet system`s data and prevents data theft</p>	No Change	
55				<p>Inclusion of Wi-Fi – This is an alternative option  to LAN for connecting the system to the  internet. This feature is for providing the</p>	Refer Final RFP	Inclusion of Wi-fi

				customer for future expansion option as per smart city plan		
56				1 TB HDD would give the used more internal storage space than the earlier asked 500 GB option	No Change	
57				Power Efficiency of 85% makes the system more efficient in terms of power consumption and power saving	No Change	
58				Keyboard and mouse wired – Non wired Keyboard and Mouse would run on batteries. Maintaining the same gets cumbersome. Besides one USB slot would be taken up by the respective keyboard and mouse controllers thus blocking 2 USB slots.	Refer Final RFP	Request Accepted

**Note: Final RFP will supersede all the responses mentioned above.**