

Pre-Bid Queries received on RFP for Rate contract for Procurement of Aadhaar Enrollment Kits (AEK-ECMP) for Rajasthan UID Project based on Open Competitive Bidding					
RFP Reference No.- F11(20)/DOITC HQ/ 2024-11322/02327/2024			Dated: June 24th, 2024		
Pre-Bid Meeting Date: July 01st, 2024					
Query / Clarification Sought:					
S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/Suggestion/ Clarification	Remark
1	New	New	Rate Contract Duration	The rate contract duration is missing, Please share the rate contract duration of the Project	Refer Final RFP
2	16	Clause 4. Scope Of Work, Deliverables & Timelines	1. Supply of Aadhaar Enrollment kit: The product will be considered delivered after obtaining the delivery confirmation certificate from the officer of DOIT&C (Deputy Director or Above), posted at the respective delivery location.	Since only supply of AEK is asked and also mention that product will be considered delivered after obtaining delivery confirmation certificate from Deputy director and above whereas in Project deliverables supply and installation of AEK is mentioned so please confirm that whether delivery certificate is only required or both delivery and installation is required.	Refer Final RFP
3	16		Timelines: Ts= To+60 days	Request to please consider the delivery timeline as Ts= To+90 days, Since the kit items like Laptop, monitor and other Aadhaar kit devices itself required 60 days for delivery	No Change
4	16	Clause 4. Scope Of Work, Deliverables & Timelines Project Deliverables, Milestones & Time Schedule	Payable amount - 91% of the quoted value	We request to make the changes in payment terms as Payable amount - 100% of the quoted value on submission of deliverables and can take 10% of PBG value instead of 5% of PBG value.	No Change
5	83	Annexure-13: Delivery Location With Quantity	ANNEXURE-13: DELIVERY LOCATION WITH QUANTITY, Quantity of AEKs	Please confirm whether we need to deliver the material at district location only?	Refer Final RFP

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6	57	Annexure 2 - Item 4	Printing Technology - Laser	Request you to please make this as Laser / Inktank. As per UIDAI, in Aadhar kit department may ask - quoted printer should be in top 5 position as per IDC. As per UIDAI, In aadhar kit usually inktank printer comes in usage due to low print cost and as it will use in remote locations where electricity issue is there and ink tank can run on small UPS, Inktank printer will give give color print @ 25 paisa and mono @ 15 paisa and power consumption only 15 watts so can run on UPS also.	No Change
7	65	Annexure 2 - Item 4	Printing Type - Mono	Request you to please make this as color, as in aadhar kit there will be requirement of color photo and in inktank you can take color photo print at very low cost.	No Change
8	65	Annexure 2 - Item 4	Connectivity - USB/Ethernet, Wi-Fi	Request you to please make this USB, Ethernet, Wi-Fi as all ports may in use	Refer Final RFP
9	New	New	New	It is suggested to ask service support details accorss rajasthan	No Change
10	New	New	New	It is suggested to ask single toll free no for service call log	No Change
11	New	New	New	It is suggested to ask OEM turnover to to get top 5 OEM who can supply such big qty on time	No Change
12	56	Annexure 2 - Item 1	Port	1 HDMI, 1 VGA/DP	Refer Final RFP
13	New	New	Chipset	H770 or higher	No Change
14	New	New	USB Ports	upto 10 USB ports or higher including minimum 1 USB Type C Port	No Change
15	New	New	Power Efficiency	180W - 90% efficient of better	No Change
16	New	New	Certification	Offered Product should be Microsoft Windows Certified	No Change
17	60	Annexure 2 - Item 6	Mount	All web cameras comes with Universal Clip mount. Tripod as an option can be taken as per the requirement	Refer Final RFP
18	60	Annexure 2 - Item 6	Safety Standard	UL/IS 616:2017 (As per the UIDAI's OM dated July 1st, 2024 as CE	Refer Final RFP
19	56	Annexure 2 – 1. Desktop	Ports - Minimum 5 USB ports with at least 2 USB 3.0 or higher ports, 2 HDMI ports, Display port, Audio jack for headphone & microphone	We request here to kindly remove 2 HDMI ports and Mention 1 HDMI ,1 DP,1 VGA , If you want 2 video ports then VGA and DP is here for additional display port . 2 HDMI will not available	Refer Final RFP
20	56	2. monitor	Monitor, Interactive White Board 21”:	We request here to remove interactive White board as this is monitor interactive white board is different product	Refer Final RFP
21	56	2. Monitor	Port – 2 HDMI	We request here to remove 2 HDMI and asked 1 HDMI and 1 VGA So you will get 2 video ports	Refer Final RFP

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22	Additional Point	2. Monitor	TCO Certificate	We request here that you have not mention any certificate related to Product standard , In monitor TCO certificate is standard to confirm that monitor is not hazardous for Eyes and human body . So we request to add TCO certified Monitor in Desktop and Monitor	No Change
23	Additional Point	OEM turnover	OEM Average turnover from last 3 year should be 400 Crore per year	We request here that you have not mention the OEM turnover in bid as Oem is also participate with their bidder , So we request here kindly add Oem turnover should be 400-500 per year in last 3 year .	No Change
24	16	4.2 4. SCOPE OF WORK, DELIVERABLES & TIMELINES	Timelines T0= Date of work order Ts= To+60 days	We request you to kindly amend the clause as : Ts= To+ 90 days as requested during the Prebid meeting against First Milestone for Supply and Installation of Aadhaar Enrollment Kit.	No Change
25	16	4.2 4. SCOPE OF WORK, DELIVERABLES & TIMELINES	Payable Amount	We request you to release the proportionate payment on pro-rata basis as per the Supply and Installation of Aadhaar Enrollment Kit.	No Change
26		General	Service Centre List in Rajasthan	We request you to please ask from all major Original Equipment Manufacturer (OEMs) whose Manufacturer Authorization Form (MAF) have been asked to provide the details on letterhead of all their service centre/authorised channel partner's detail to ensure smooth support, hardware replacement/stock availability and service during the contract period.	No Change
27		General	Indicative Items with QTY List	We request you to please provide the tentative list of items with quantities as required by the department in the initial first 3 months so that bidder's can also check and ensure with respective OEMs/suppliers to avoid any delay during supply stage.	No Change
28	57	Annexure 2 - Item 4	Printing Technology - Laser	Request you to please make this as Laser / Inktank. As per UIDAI, in Aadhar kit department may ask - quoted printer should be in top 5 position as per IDC. As per UIDAI, In Aadhar kit usually inktank printer comes in usage due to low print cost and as it will use in remote locations where electricity issue is there and ink tank can run on small UPS, Inktank printer will give colour print @ 25 paisa and mono @ 15 paisa and power consumption only 15 watts so can run on UPS also.	No Change

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29	65	Annexure 2 - Item 4	Printing Type - Mono	Request you to please make this as colour, as in Aadhar kit there will be requirement of colour photo and in ink tank you can take colour photo print at very low cost.	No Change
30	65	Annexure 2 - Item 4	Connectivity - USB/Ethernet, Wi-Fi	Request you to please make this USB, Ethernet, Wi-Fi as all ports may in use	Refer Final RFP
31	16	Chapter 4 Scope of work , deliverables & Timeline Sr. 2 point no.1 supply & Installation	Delivery, Installation and satisfactory report from OIC period is 60 days	It is multi locations project having multiple items of different OEMs so for installation more time is required . We request you to increase this time line as 120 days.	No Change
32	55	Annexure 1, Bill of Material, Item No. 6 Webcam	No MAF required	Webcam is vital product and equally important as well other products so we request you please ask the MAF of Webcam also.	Refer Final RFP
33	56	Annexure-2: Technical specifications, Item no.2 Monitor	Mentioned item is Monitor Interactive White Board 21" but in detail specs it is 19.5"	It is not being cleared that you required only Monitor of 21" with touch or non touch or required Interactive White Board of 21" please clear the item details.	Refer Final RFP
34	57	Annexure-2: Technical specifications, Item no.4 Multifunction Printer	Print technology-Laser	As per UIDAI, In Aadhar kit usually Ink tank printer comes in usage due to low print cost and as it will use in remote locations where electricity issue is there and ink tank can run on small UPS so we request you please amend this as laser/Ink tank.	Refer Final RFP
35	57	Multifunction Printer	Print Speed is 20 PPM	Only one OEM (HP) qualify all specifications with 20 ppm so we request you please amend this as 18 ppm which will allow more OEMs as well as more partners can participate in this bid and you will get a healthy competition other wise whole the bid shall be governed by a specific OEM.	No Change
36	60	Item No. 6 Webcam	Mount-Tripod	All web cameras comes with Universal Clip mount so please amend this as Tripod/Universal Clip.	Refer Final RFP
37	60	Item No. 6 Webcam	Safety standard-UL Certificate	UL is a Ueropean country certificate. As per Govt. of India on GEM portal notification any forien countries certificates should not be mentioned in the tender, buyer may asked the equivalent Indian certificates and CE is the equivalent of UL certificate sowe request you please amend this as UL/IS 616:2017 (As per the UIDAI's OM dated July 1st, 2024.	Refer Final RFP
38	59	5. IRIS	Specification - Software AP - Linux/Windows 64	Kindly confirm which OS the department is using: Windows or Linux	Refer Final RFP
39	61	7. Finger Print Device/ SLAP	Specification - Dimension (W X H X D) : < 160mm x 160mm x 160mm	Please consider width greater than 160mm (>160mm), which will allow users to comfortably place all four fingers at once.	No Change

40	62	9.Single Finger Scanner	9.Single Finger Scanner	As per the new UIDAI notification, a single fingerprint scanner has to comply with L1 device specifications. Therefore, we kindly request you to consider an L1 compliant device.	Refer Final RFP
41	10. UPS - 1KVA, Page No.64	Compliance: ROHS (Only UPS)	ROHS to be removed	ROHS is not available in LI UPS because 1000VA with 7AH Battery provision comes with Inbuilt Batteries option only.All the top brands like Numeric, Vertiv, Eaton,Delta, don't have ROHS for such product.	No Change
42				Kindly share the Duration of Rate Contract for the mentioned RFP.	Refer Final RFP
43	16	4. Scope of Work	2. Project Deliverables, Milestones & Time Schedule Satisfactory report from OIC (Project) 3% of the quoted amount each completed year	To claim the 3% of the quoted amount each completed year, the bidder needs to submit a satisfactory report. Please clarify whether this satisfactory report should be duly sealed and signed by the OIC (Project) or by the authorized representative of DoIT&C present at the specific location. If it is so, our team, as bidders, would need to visit all 412 locations to obtain sign-offs from the authorized representatives of DoIT&C, which would impact the project costs.	No Change
44	16	4. Scope of Work	Timelines Ts= To+60 days	We request that the delivery timeline be extended to 90 days or more, instead of the current 60 days. The BoM and numerous delivery locations, along with the involvement of multiple OEMs, vendors/agencies, and logistics, make the successful execution of the project within 60 days would be challenging.	No Change
45	56	Annexure 2 Technical Specification	Item 2 : Monitor Size : 19.5 Inch	Please clarify whether the bidder needs to supply the Monitor of Size 19.5 inch or 21 inch because both the size is mentioned in the technical specifications	Refer Final RFP
46	56	Annexure 2 Technical Specification	Item 2 : Monitor Port : 2 HDMI Ports	Request to amend the clause as below because no OEM support 2 HDMI Ports Monitor : 1 HDMI, 1 VGA, USB 2.0 Type A: 2, USB 2.0 Type B: 1	Refer Final RFP
47	56	Annexure 2 Technical Specification	Item 2 : Monitor	Please clarify whether the bidder needs to provide an HDMI cable along with the monitor. If so, kindly specify the quantity of HDMI cables required for each monitor.	Refer Final RFP
48	57	Annexure 2 Technical Specification	Item 3 : HDMI Cable	Please clarify the required quantity for the HDMI cables, as this information is not mentioned in Annexure 1 BoM.	Refer Final RFP

49	57	Annexure 2 Technical Specification	Item 4 : Multi-Functional Printer Laser Printing Technology : Laser	Request you to please make this as <u>Printing Technology : Laser / Inktank.</u> As per UIDAI, in Aadhar kit department may ask - quoted printer should be in top 5 position as per IDC. As per UIDAI, In aadhar kit usually inktank printer comes in usage due to low print cost and as it will use in remote locations where electricity issue is there and ink tank can run on small UPS, Inktank printer will give give color print @ 25 paisa and mono @ 15 paisa and power consumption only 15 watts so can run on UPS also.	No Change
50	57	Annexure 2 Technical Specification	Item 4 : Multi-Functional Printer Laser Printing Speed : 20 PPM	Request you to please make this as <u>Print Speed : 18 PPM or higher</u>	No Change
51	57	Annexure 2 Technical Specification	Item 4 : Multi-Functional Printer Laser Printing Type : Mono	Request you to please make this as <u>Printing Type : Mono / Color</u> As in aadhar kit there will be requirement of color photo and in inktank you can take color photo print at very low cost.	Refer Final RFP
52	57	Annexure 2 Technical Specification	Item 4 : Multi-Functional Printer Laser Print Resolution : 600 x 600 dpi or higher	Request you to please make this as <u>Print Resolution : 600 x 400 dpi or higher</u>	No Change
53	57	Annexure 2 Technical Specification	Item 4 : Multi-Functional Printer Laser Duplex : Manual	Item 4 : Multi-Functional Printer Laser <u>Duplex : Manual / Automatic</u>	Refer Final RFP
54	57	Annexure 2 Technical Specification	Item 4 : Multi-Functional Printer Laser Connectivity : USB / Ethernet, Wi-Fi	Request you to please make this as <u>Connectivity : USB, Ethernet / Wi-Fi</u>	Refer Final RFP
55	57	Annexure 2 Technical Specification	Item 4 : Multi-Functional Printer Laser Cables / Accessories : All the required cables,	Power and USB cable in-box	No Change
56	57	Annexure 2 Technical Specification	Item 4 : Multi-Functional Printer Laser	Warranty Support : It is suggested to ask service support details accorss rajasthan	No Change
57	57	Annexure 2 Technical Specification	Item 4 : Multi-Functional Printer Laser	Single Toll Free : It is suggested to ask single toll free no for service call log	No Change
58	57	Annexure 2 Technical Specification	Item 4 : Multi-Functional Printer Laser	OEM Turnover : It is suggested to ask OEM turnover to to get top 5 OEM who can supply such big qty on time	No Change

59	60	Annexure 2 Technical Specification	Item 6 : Web Camera Mount : Tripod	We request that the clause be amended as below Mount: Tripod / Clip. The web camera comes with a clip mount that can be fixed on the monitor, which will assist departments where a tripod is not available.	Refer Final RFP
60	60	Annexure 2 Technical Specification	Item 6 : Web Camera Safety Standard : UL	We request that the clause be amended as below because both are recognized according to Indian standards Safety Standard: UL / CE	Refer Final RFP
61	62	Annexure 2 Technical Specification	Item 9 : Single Finger Scanner	Please confirm whether the Single Finger Scanner is an L1 device or an L0 device.	Refer Final RFP
62	63	Annexure 2 Technical Specification	Item 10 : UPS 1 KVA Plug and Cable : Input cable of 3 pin Indian plug and output have minimum 3 or more Nos. of 5 pin Indian socket	We request that the clause be amended as below because this will allow fair participation for other OEMs Plug and Cable : Input cable of 3 pin Indian plug and output have minimum 2 or more Nos. of 5 pin Indian socket	No Change
63	83	Annexure 13	Delivery Location with Quantity	In Annexure 13, the Delivery Location with Quantity (District + Block) only mentions the district level location. Please clarify whether the delivery of materials will be exclusively at the district level or also at the block level within the particular district. This information is crucial for bidders, as it significantly impacts the calculation of commercial aspects. Hence, We request you to provide complete details for all 412 locations.	Refer Final RFP
64	Page 56	ANNEXURE-2: Technical Specification:	2. Monitor Interactive White Board 21”: (estimated cost of Rs. 20,000)	Please confirm your requirement: Monitor 21.5". Or Interactive White Board 21” Please confirm what is the actual requirement.	Refer Final RFP
65	Page 60	ANNEXURE-2: Technical Specification:	6. Web Camera Mount - Tripod Safety Standard - UL	We wish to bring to your knowledge that maximum web cameras comes with Universal Clip mount. Tripod as an option can be taken as per the requirement. Requesting you to please ask for Universal clip/Tripod in the requirement. Kindly ask UL/IS 616:2017 (As per the UIDAI's OM dated July 1st, 2024 as CE is a equivalent certificate of UL.	Refer Final RFP
66	Page 57	ANNEXURE-2: Technical Specification:	4. Multi-Functional Printer Laser - 20 PPM Printing Technology - Laser	As per UIDAI circular no. F.No. 4(4)/57/122/2012/UIDAI/Pt of Aadhaar enrolment kit, Inktank printer is required for AEK, so please change this specification and ask for Laser/Inktank printers	No Change

67	Page 56	ANNEXURE-2: Technical Specification:	1. Desktop Intel i5, 6 Core or higher, with minimum 2.5 GHz or higher (Base Frequency), 18 MB Cache or higher with 13" or higher	With reference to the UIDAI circular no. F.No. 4(4)/57/122/2012/UIDAI/Pt of Aadhaar enrolment kit, AMD processor is also allowed in desktop specifications. Requesting you to please amend this and ask for Intel/AMD processors	No Change
68	Page 56	ANNEXURE-2: Technical Specification:	1. Desktop Antivirus - Latest Antivirus & Internet	Please clarify window defender will work for this clause or third party Antivirus subscription. Required.	No Change
69	Page 16	4. SCOPE OF WORK, DELIVERABLES & TIMELINES	2) Project Deliverables, Milestones & Time Schedule	Please amend this clause for 100% payment will be released after delivery & installation & PBG should be asked as security deposit.	No Change
70	Capture Mode	Plain live capture			No Change
71	Image Quality	Full Frontal (0x01) as per ISO/IEC 19794-5			No Change
72	Minimum Resolution	800 x 600			No Change
73	Capture Mode	Manual Capture with Auto Focus and Auto Lighting Adjustment			No Change
74	Sensor	> 2 Mega Pixel Native			No Change
75	Connectivity	High Speed USB 2.0, USB-IF certified			No Change
76	Lens	Fixed, SLR			No Change
77	Power	Through USB/Independent PS/Lithium Ion preferred to AA/AAA batteries			No Change
78	Mount	Tripod	Universal Clip/Tripod	All web camera comes with Universal Clip which can be used .	Refer Final RFP

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79	Operating Temperature	0 to 50 degree Celsius			No Change
80	Humidity	10 — 90%			No Change
81	Safety Standard	UL	UL/IS 616:2017 (As per the UIDAI's OM dated July 1st, 2024	UL/IS 616:2017 (As per the UIDAI's OM dated July 1st, 2024 which are equivalent certificate and both are for the product safety and compliance	Refer Final RFP
82	Software API	Compliant with latest UIDAI Device Capture API Specifications			No Change
83	Durability / Shock	IP 54			No Change
84	Warranty	3 Years comprehensive on-site warranty			No Change
85	14	4	You need one order of 2Cr and two orders of 3 Cr	We have one order of 1.7 Cr and three orders of above 3Cr so request you to allow us for participation and change in eligibility criteria	No Change
86	55	4	Surge Protector Spike	Socket and Specifications not mentioned in BID	Refer Final RFP
87	56	2.	Monitor Interactive White Board	Need more clarity on the same.	Refer Final RFP