

S.N.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Response
1	18	3.1.8	Customization of the application software, if required has to be done by the bidder at no additional cost to the OICL.	Can we assume the application software is the Biometric application software	Understanding is correct.
2	18	3.1.16	Remote installation of the Biometric Login Client should be possible.	<p>Can the existing DMS/EMS of OICL be used for this purpose or another Tool needs to be supplied in this RPF? In either case will necessary admin privilege be available at the client system for installation?</p> <p>In low bandwidth of 64 Kbps environment remote installation may not be possible due to low bandwidth. Alternate methods of installation shall be followed to complete the implementation. Please confirm.</p>	<p>1. Currently there is no DMS/EMS tool available.</p> <p>2. Yes, admin privilege will be available at the client system for installation</p> <p>3. In case of low bandwidth, alternate methods should be used by bidder at no additional cost to OICL.</p>
3	19	3.1.18	The Bidder should specify in the RFP technical response section the network bandwidth requirement for the implementation of Biometric scanners.	<p>Typically among the various bandwidth we have studied, the highest time taken for the FP template to reach the server during a verification transaction is 0.125 secs. At this point we are unable to determine the Bandwidth load due other N/W traffic like INLIAS, HRMS, SAP, etc,. Please confirm the methodology/technology available with OICL to reserve the required bandwidth for the functioning of Biometric application to meet the required SLA of 3 seconds.</p> <p>Also please share the method of replication from DC to DR. Can we assume it as synchronous, if not please share the expected RPO and RTO.</p>	<p>1. Qos shall be established for biometric application.</p> <p>2. Replication shall be Storage based and Asynchronous, and OICL shall provide the Storage on DC and DR Site along with Replication. RPO is 1 Hour and RTO is 2 Hour.</p>

4	19	3.2.1	<p>The Biometric Authentication Solution is expected to be deployed on High-Availability architecture at both DC and DR Site. The solution should be designed without any single point of failure. The solution should provide for load balancing in every required layer. The solution should provide the ability to recover from failures and should also provide clustering features, thus protecting against many multiple component failures.</p>	<p>Can we assume in both DC and DR the local LAN infrastructure is excluded from the scope of work?</p>	<p>Understanding is correct.</p>
5	19	3.2.4	<p>The bidder is required to provide the sizing for the required storage as per format mentioned in Annexure 7. OICL shall provide the storage at the DC and DR sites along with replication and additional bandwidth if required.</p>	<p>Any performance degradation and non availability should be excluded from the SLA calculation. Please confirm.</p>	<p>Query is not clear w.r.t. the existing clause. Clause stands as per RFP</p>
6	19	3.2.6	<p>The bidder is expected to meet the defined SLA's of response time. If at any stage during the contract period, performance degrades due to any reason, the bidder is liable to take corrective steps with respect to hardware /software addition or up gradation, customization etc. without any additional cost to OICL.</p>	<p>If performance degradation is due to N/W latency and other IT infrastructure latency, not limited to N/W, storage, firewall, shall be excluded from the SLA calculations. Please confirm.</p>	<p>Understanding is correct.</p>

7	19	3.2.7	In case the bidder has not indicated any peripherals /equipment in their proposed solution and these may be required for the successful implementation of the biometric solution, the successful bidder has to provide the required peripherals/equipment at no additional cost to OICL.	N/W Switch, Rack, etc., are not mentioned in the RFP. Should these components also be supplied as part of the solution.	Supply of Network Switches and Racks are not part of this RFP.
8	19	3.2.7	In case the bidder has not indicated any peripherals /equipment in their proposed solution and these may be required for the successful implementation of the biometric solution, the successful bidder has to provide the required peripherals/equipment at no additional cost to OICL.	Please define successful implementation.	Clasue is self explanatory.
9	20	3.3.1	The software and hardware shall be under comprehensive on-site warranty covering all parts / components, for a minimum period of one year from the date of acceptance of Solution. The warranty will be expiring on the last day of that month and AMC will commence from the 1st of the month immediately following the month in which the warranty period expires. The Warranty (ATS/AMC) should be back to back from OEM and comprehensive in nature.	Most OEMs support policy are not inline with this clause. Please reconsider the clause.	As per RFP

10	21	3.3.15	The bidder has to provide onsite DC support at Bengaluru.	This point is in contradiction with the following point ...3.2.13 The Bidder is also expected to provide on call / onsite support for proposed solution on a need basis throughout the contract period starting from the date of installation and configuration at DC and DRS. Please clarify.	It is clarified that - Bidder has to provide onsite DC support at Bengaluru as per RFP clause 3.3.15 however as per RFP clause 3.2.13 Bidder is also expected to provide on call support for proposed solution on a need basis throughout the contract period starting from the date of installation and configuration at DRS.
11	21	3.3.16 - a	It will serve as the front-end for all users and provide services like request sorting, functional and non-functional information, ticket routing for support of Biometric Solution.	We understand, the bidder would have to do ticket routing. Please share the tool used for help desk, for us to understand what skilled recourses to propose.	OICL shall provide the helpdesk tool.
12	24	Phase – I: User Acceptance Test (UAT)	g) Vendor should conduct user acceptance test and get the UAT signed off from the OICL stakeholders for each of the following components: vi. Fingerprint verification process vii. Fingerprint authentication process	Please clarify Finger Print Verification VS Finger Print Authentication	Verification is verifying/ checking the finger print from the database and authentication is succesful login of INLIAS application.
13	25	Phase II: Pilot Implementation (m)	Vendor has to provide SLA monitoring reports and necessary MIS reports as mandated by OICL during the pilot implementation.	This point is in contradiction with the earlier point 3.3.16 - a. Please clarify if the necessary reports would be part of the helpdesk tool provided by OICL.	OICL shall provide the helpdesk tool however resources deployed by bidder shall submit SLA monitoring reports and necessary MIS reports.
14	25	Phase II: Pilot Implementation (n)	Vendor has to resolve the user complaints done through the web-based service manager and provide necessary reports about the resolution time and action taken.	This point is in contradiction with the earlier point 3.3.16 - a. Please clarify if the helpdesk tool provided is a web-based service manager and the necessary reports would be part of the helpdesk tool provided by OICL.	OICL shall provide the helpdesk tool however resources deployed by bidder shall submit SLA monitoring reports and necessary MIS reports.
15	26	Phase III: Pan India Roll Out (l)	Vendor has to provide SLA monitoring reports and necessary MIS reports as mandated by OICL during the Pan India roll-out phase	This point is in contradiction with the earlier point 3.3.16 - a. Please clarify if the necessary reports would be part of the helpdesk tool provided by OICL.	OICL shall provide the helpdesk tool however resources deployed by bidder shall submit SLA monitoring reports and necessary MIS reports.

16	26	Phase III: Pan India Roll Out (m)	Vendor has to resolve the user complaints done through the web-based service manager and provide necessary reports about the resolution time and action taken.	This point is in contradiction with the earlier point 3.3.16 - a. Please clarify if the helpdesk tool provided is a web-based service manager and the necessary reports would be part of the helpdesk tool provided by OICL.	OICL shall provide the helpdesk tool however resources deployed by bidder shall submit SLA monitoring reports and necessary MIS reports.
17	60	11.1.2 (10)	The client machines could be thin clients/desktops/laptops	Please specify the make and model of thin clients and the middle ware used	Currently there are no thin clients setup at OICL.
18	60	11.1.2 (11)	The solution should be modular and scalable to cater to increasing user base and / or addition of new corporate systems which need 2nd Factor security	What is the scalability for year on year for users.	Approximate 2 -5 %
19	60	11.1.2 (12)	The solution should perform local de-duplication at sensor level at the time of enrolment to ensure that all captured fingerprints of an enrollee are different.	De-Duplication is not done at the sensor level but can be done at the client system level. Request to amend the same.	Understanding is correct.
20	62	A. Bidders Project Experience (2)	The Bidder should have supplied and implemented minimum 5000+ USB finger print Scanners (STQC Certified Products) in BFSI sector.	Request OICL to make the minimum requirement as 1000+ devices as in the eligibility criteria.	As per RFP
21	18	3.1.2	The proposed solution should be able to integrate seamlessly with the INLIAS in conjunction with their existing user id and password authentication. Solution may be implemented by way of a Single Sign On.	Can we assume that OICL is also looking for SSO framework to achieve the compliance of 3.1.2 functionality. Please confirm.	There shall be no additional user name and password for biometric solution, only INLIAS User-ID should be utilized.
22	62	Bidder's Project Exp.	The Bidder should be engaged in Successful Implementation of Biometric Authentication Solution in BFSI Sector in India.	should be BFSI/ PSU/ Government sector in India	As per RFP

23	62	Bidder's Project Exp.	The Bidder should have supplied and implemented minimum 5000+ USB finger print Scanners (STQC Certified Products) in BFSI sector.	should be same as eligibility criteria - The Bidder should have supplied, installed and commissioned biometric authentication solution with minimum 1000 biometric finger print Scanners (STQC Certified Products) to one customer with in BFSI/ PSU/ Government sector in India in last 5 years.	As per RFP
24	14	1.6 Eligibility Criteria	1. Copy of original PO / Contract highlighting the following details: a) Date of PO / Contract b) Name of Parties c) Scope of Work 2. Successful completion certificate/ Satisfactory Progress of project from client.	Self-declaration on company letter head should be allowed (projects which are under NDA)	As per RFP
25		Confidentiality	The requirements of use and confidentiality set forth herein shall survive the expiration, termination or cancellation of this tender.	The confidentiality clause will be applicable till the contract period. Please confirm.	Understanding is correct.
26	49	4.2.1.1.1 Hardware for DC & DR Site	The Bidder is expected to provide various environments as per phases defined in section 4.4 project timelines: 1. Development 2. Test 3. Training 4. Production DC (Data Centre) 5. Production DR( Disaster Recovery) (DR = 100% of DC)	a) Please clarify % hardware needs to be proposed for different environment (Development, Test & Training) setup w.r.t Production sizing b) Please clarify when sizing of hardware as been asked as DR=100% of DC means DR solution is also required in High Availability mode.	a) Bidder to size and propose as per solution requirement. b) Yes.

27	49	4.2.1.1.1 Hardware for DC & DR Site	The Biometric Authentication solution is expected to be deployed on a High-Availability architecture. The solution should be designed without any single point of failure. The solution should provide for load balancing in every required layer. The solution should provide the ability to recover from failures and should also provide clustering features, thus protecting against many multiple component failures.	Please clarify provisioning of Load balancer is also required as part of the solution or OICL will provide the existing hardware	OICL shall provide the same.
28	49	4.2.1.1.1 Hardware for DC & DR Site	General (Backup)	Please clarify about the Backup solution requirement. A) Will OICL will provide the required Backup software licenses and hardware on Both DC & DR location to take the backup?	OICL shall provide the same.
29	49	4.2.1.1.1 Hardware for DC & DR Site	General (Technical Specification for Hardware & Database)	Please provide the server hardware/Database specification	Bidder to size and propose as per solution requirement.
30	17	2.3 INLIAS Architecture	User requests are received by a load balancer and routed to one of the available application servers. Thereafter a session will be established between client and the server. Users cannot hit individual application servers and all offices use the same URL for accessing the application.	Please specify where are the current user credentials stored.	In the Application Database.
31		Generic	-	Does OICL have an existing Active Directory Architecture where user credentials are stored? If yes, can you please provide the full configuration of the Active Directory Server	Shall be provided to successful bidder.

32	18	3.1.3 and 3.1.4	<p>The bidder would have to provide easy to use SDK/ API files so as to enable the OICL to integrate the Biometric Authentication login with other applications also. OICL will have the right to share the SDK/API files with 3rd parties for integration with respective 3rd party applications.</p> <p>Bidder should co-ordinate with application vendor (i.e. 3i Infotech), OICL's System Integrator for seamless integration of Biometric solution with INLIAS application.</p>	<p>Can we propose a solution which does not require us to change the flow of the existing application and no interaction with existing application vendor? There will be no modification required to the existing code.</p>	<p>Clause is self explanatory.</p>
33	18	3.1.7	<p>The Bidder should load software/packages required to be loaded at Client machines in order to run the browser based application. There should not be any application level dependency at branch apart from biometric device connectivity.</p>	<p>Please elaborate what is expected when this clause talks of Browser based application. The INLIAS application runs on the web using a browser, however biometric auth application need not necessarily be run via a browser.</p>	<p>Biometric application should be integrated with INLIAS for authentication purpose.</p>
34	-	Generic	<p>Operating System for desktops/laptops and servers where user credentials are stored</p>	<p>Please specify the Operating Systems of client and server machines which are currently being used in the environment</p>	<p>OS of Clients: Windows XP/7/Vista/8/10 OS of INLIAS Server - Solaris</p>
35	18	3.1.6	<p>The Client machines will be accessing the application through Internet Explorer Ver 9.0 and above where the finger print devices are connected.</p>	<p>This means that RHEL in the #10 of the compliance chart is not possible because Linux will not run IE.</p>	<p>Understanding is correct.</p>
36	18	3.1.15	<p>After implementation of the Biometric solution, a facility should be available to by-pass biometric login, and to allow direct login to OICL application under due authentication method.</p>	<p>This contravenes the very utility of biometric login. This should be read as " a facility should be available to by-pass biometric login under administrator supervision....."</p>	<p>As per RFP</p>



37	18	3.1.2	The proposed solution should be able to integrate seamlessly with the INLIAS in conjunction with their existing user id and password authentication. Solution may be implemented by way of a Single Sign On.	The process flow indicated in this clause seems to be in contradiction to clause 11.8.2 as described next below	It is clarified that - The proposed solution should be able to integrate seamlessly with the INLIAS in conjunction with their existing user id and password authentication.
38	72	11.8.2	INLIAS application: It will be responsible for taking the user-id & password from the user as input and post user verification in INLIAS, the system will invoke the biometric application.	The clause indicates that first INLIAS will verify the userid and password of the user and then pass the userid to the BWA for authentication. But this means that the INLIAS is being modified and there is no SSO of the userid and password into the INLIAS login dialog by the BWA. Hence probable contradiction of clause 3.1.2, kindly explain how you perceive SSO by the biometric application.	INLIAS will be responsible for taking the user-id & password from the user as input and post user verification in INLIAS, the system will invoke the biometric application.
39	19	3.2.5	Hardware should be sized suitably to ensure biometric authentication for concurrent users. Peak time for finger print verification will be from 9.30 AM to 11.30 AM.	What would be the number of concurrent users during the peak time?	Approximate 4000
40	26	3.9 Phase 3	Vendor has to configure users and groups and define the workflow for various OICL officials role based authorization for user enrollment validation and mapping of employee details.	Is it required to design a specific enrolment page?  Do you need provision for enrollment authentication by a supervisor by his fingerprint. Kindly explain how you view the enrolment of all employees to happen.	Is it required to design a specific enrolment page? - No  Do you need provision for enrollment authentication by a supervisor by his fingerprint. - No  Kindly explain how you view the enrolment of all employees to happen. - will be provided to successful bidder.
41				There is no mention of Active Directory in the Infrastructure, kindly confirm the same.	Currently Solution will not be integrated with Active Directory.

42	Page 16		2. Background and Current IT Infrastructure	Can OCIL provide us with the configurations of the Client which they Currently use i.e. OS and H/W configurations Can OCIL also provide number from clients with segregation on Desktops and Laptops	OS of Clients: Windows XP/7/Vista/8/10
43	Page 18	3.1 ,3.1.2	The proposed solution should be able to integrate seamlessly with the INLIAS in conjunction with their existing user id and password authentication. Solution may be implemented by way of a Single Sign On.	Can we have the Password Policies implemented in case of INLIAS In this point it refers that OICL requires only SSO and no Windows Log on is required using Biometric Authentication	Shall be provided to successful bidder.
44	Page 18	3.1 ,3.1.13	Even after implementation of the Biometric login solution, the employee should be able to login through any System (PC) or any branch.	Can OICL elaborate this point	Even after implementation of the Biometric login solution, the employee should be able to login not only from his/ her system but also through any System (PC) or any branch.
45	Page 18	3.1 ,3.1.16	Remote installation of the Biometric Login Client should be possible.	Does OICL has any kind of CAS (Client Automation System ) to install software remotely on Clients . If yes which CAS is being used.	Currently there is no Client Automation System
46	14	Eligibility Criteria for OEM	1) OEM of <b>Biometric Solution</b> should have a registered office in India	The above text is applicable for OEM who are providing " <b>both Biometric Hardware &amp; Biometric Software</b> ". Is there any Eligibility Criteria Specifically for OEMs who are providing <b>ONLY BIOMETRIC DEVICE ?</b>	Same clause shall be applicable for OEMs who are providing <b>ONLY BIOMETRIC DEVICE</b> .
47	15	Eligibility Criteria for OEM	3) OEM should have supplied <b>biometric authentication solution</b> to atleast three customers in BFSI / PSU / Government sector in India in last 5 years.	The above text is applicable for OEM who are providing " <b>both Biometric Hardware &amp; Biometric Software</b> ". <b>Q:</b> Is there any Eligibility Criteria Specifically for OEMs who are providing <b>ONLY BIOMETRIC DEVICE ?</b>	Please refer Point # 2 of "Eligibility Criteria for OEM"

48	15	Eligibility Criteria for OEM	4) OEM of <b>Biometric Solution</b> should have service centers in India.	The above text is applicable for OEM who are providing " <b>both Biometric Hardware &amp; Biometric Software</b> ".  <b>Q:</b> Is there any Eligibility Criteria Specifically for OEMs who are providing <b>ONLY BIOMETRIC DEVICE</b> ?	Same clause shall be applicable for OEMs who are providing <b>ONLY BIOMETRIC DEVICE</b> .
49	56	10.7 Appendix 7 : OEM's Authorization Form	...We hereby extend our <b>guarantee</b> and warranty as per terms	As OEM of Biometric devices, we can only provide Warranty, and not Guarantee. Requesting you to kindly relax the clause of "Guarantee"	As per RFP
50	59	11.1.1 Fingerprint Scanner	Additional Clause	Request you to add the following clause: "The device should be capable of Ambient light rejection : no external lightsource dependability"	As per RFP
51	59	11.1.1 Fingerprint Scanner	Additional Clause	We suggest you to add a clause "The device should be resistant to shock, abrasion and water"	As per RFP
52	59	11.1.1 Fingerprint Scanner	Additional Clause	We suggest you to add a clause "The algorithm used should be include Image Quality Determination and Feature Generalization"	As per RFP
53	59	11.1.1 Fingerprint Scanner	Additional Clause	Request you to add the following clause: "The device should have capture modes including plain live scan capture, Auto capture with built-in quality check (incorporates NIST quality considerations)"	As per RFP
54	59	11.1.1 Fingerprint Scanner	Additional Clause	Request you to add the following clause: "The Interface API and Data Dictionary should be shared with the OICL and documentation to enable seamless integration with CIS or any other system."	As per RFP
55	59	11.1.1 Fingerprint Scanner	Additional Clause	Request you to add the following clause: "The device should support Live-scan plain / Optical Platten"	As per RFP
56	59	11.1.1 Fingerprint Scanner	Additional Clause	Request you to add the following clause: "The device should have a minimum scanning area of 12.8 mm (w) x 16.5 mm (h)"	As per RFP

57	59	11.1.1 Fingerprint Scanner	Additional Clause	We strongly suggest to add a clause "The device should be capable of encrypting the biometric templates before it leaves the device / is sent to the network or the application in the client machine for processing ; this is critical to prevent MIM (Man in middle attack)"	As per RFP
58	59	11.1.1 Fingerprint Scanner	Additional Clause	Request you to add the following clause: "The device should be able to reject Latent fingerprint"	As per RFP
59	59	11.1.1 Fingerprint Scanner	Additional Clause	Request you to add the following clause: "The device should have global certifications: FBI-PIV, FCC, CE, ROHS, WHQL certified drivers, STQC Certification for Aadhaar/UID authentication.	As per RFP
60	59	11.1.1 Fingerprint Scanner	Additional Clause	Request you to kindly add: "The device should be have an FRR of <2%"	As per RFP
61	59	11.1.1 Fingerprint Scanner	Additional Clause	Request you to add the following clause: "The device SDK should support for at least Java. .Net, C/C++ . The SDK should be compatible with all versions of Windows , Linux and Android Operating System "	As per RFP
62	60	11.1.2 Biometric Authenticatio n Solution	Additional Clause	Request you to add the following clause: "The solution shall have features to secure additional applications with same biometric profile, should Oriental Insurance decide in future"	As per RFP
63	60	11.1.2 Biometric Authenticatio n Solution	Additional Clause	Request you to add the following clause: "The solution should have Biometric Engine capable of 1:N de-duplication and 1:1 Matching	As per RFP
64	60	11.1.2 Biometric Authenticatio n Solution	Additional Clause	Request you to add the following clause: "The solution should have a System Administration Module"	As per RFP

65	60	11.1.2 Biometric Authenticatio n Solution	Additional Clause	The solution offer High Quality and Accuracy of Matching -The solution should house the Top few NIST listed algorithms Refer to NIST website ( <a href="http://www.nist.gov/itl/iad/ig/pft_2003.cfm">http://www.nist.gov/itl/iad/ig/pft_2003.cfm</a> , <a href="http://www.nist.gov/itl/iad/ig/ominex.cfm">http://www.nist.gov/itl/iad/ig/ominex.cfm</a> ) The biometric algorithm should have participated in NIST benchmarking study for the last 3 years and should have been ranked among the top 5 on accuracy and interoperability benchmark studies	As per RFP
66	60	11.1.2 Biometric Authenticatio n Solution	Additional Clause	Request you to kindly add: "The solution should be scalable to cater to increasing user base and / or addition of new corporate systems which need 2nd Factor security"	As per RFP
67	60	11.1.2 Biometric Authenticatio n Solution	Additional Clause	Considering that logon solutions require high concurrency - the solution should carry atleast one reference in India ; where in a login concurrency similar to that of Oriental Insurance Company is being handled	As per RFP
68	60	11.1.2 Biometric Authenticatio n Solution	Additional Clause	Request you to add : The solution should be versatile to cater to a wide variety of end user desktop / laptop environment and capable of being integrated with any corporate systems.	As per RFP
69	60	11.1.2 Biometric Authenticatio n Solution	Additional Clause	We suggest to add: " The overall solution should have randomization to prevent replay attacks"	As per RFP
70	60	11.1.2 Biometric Authenticatio n Solution	Additional Clause	Request you to add "The solution should offer FRR and FAR within permissible limits. Limit $FRR \leq 2\%$ with $FAR = 0.01$ "	As per RFP
71	60	11.1.2 Biometric Authenticatio n Solution	Additional Clause	We suggest you to add "The solution should be capable of allowing multiple user-IDs to be tagged to single biometrics to allow users to logon with biometric in various applications"	As per RFP

72	60	11.1.2 Biometric Authenticatio n Solution	Additional Clause	Request you to add "Solution should allow defining NFIQ threshold level centrally to ensure that only good quality fingerprints are captured"	As per RFP
73	60	11.1.2 Biometric Authenticatio n Solution	Additional Clause	Request you to add " The number of fingerprints to be captured should be a configurable parameter to be defined centrally"	As per RFP
74	60	11.1.2 Biometric Authenticatio n Solution	Additional Clause	Request you to kindly add the clause "The solution should have Maker-Checker facility for user enrolment and approval	As per RFP
75	60	11.1.2 Biometric Authenticatio n Solution	Additional Clause	Considering the widespread geographical distribution of user community, the solution should provide a mechanism to maintain the status of installed devices	As per RFP
76	26	Phase III: Pan India Roll Out (f)	Vendor has to handle fingerprint enrolment of all OICL employees working at OICL offices during Rollout phase.	During the roll out phase, while doing enrolment, if the employees are absent for work and hence cannot be enrolled. Under such cases, can enrolment be considered completed when 90% enrolment is covered for that location.	As per RFP
77	38	5.31.1	Uptime percentage will be calculated as (100% less Downtime Percentage) for each device.	Request OICL to please consider and exclude per device from the uptime calculation as there are extreme terrains that needs to be covered.	As per RFP
78	41	6.2	EMD of 90, 00, 000/- (Rupees Ninety Lakhs Only) in the form of Bank Guarantee favouring 'The Oriental Insurance Company Ltd' valid for six months should be submitted	Similar BFSI PSU tenders have asked for 50,00,000/- EMD for a supply of 1,00,000 devices. Comparatively the EMD seems to be high. We request you to revise the EMD to be in alignment to the scope of the RFP.	As per RFP

79	5.14	Liquidated Damages	If the bidder fails to deliver the services within the specified time lines as per Section 3.9, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price. Once the maximum is reached, OICL may consider termination of the contract	If the bidder fails to deliver the services within the specified time lines as per Section 3.9, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the <del>contract price</del> <b>undelivered services/stores</b> . for every week (seven days) or part thereof of delay, up to maximum deduction of <del>10</del> <b>5</b> % of the <del>contract price</del> <b>undelivered services/stores</b> . Once the maximum is reached, OICL may consider termination of the contract <b>at a notice of 30 days</b> .	As per RFP
80	5.19	Termination for Convenience	As per RFP	In the event of termination OICL shall pay bidder for goods delivered and services rendered till the date of termination.	As per RFP
81	5.31	Service Level Agreement	Rs. 5000/- per each percentage of deviation from 95 % uptime	We would request OICL to capped it at 5% of quarterly AMC charges	As per RFP
82	5.31	Uptime and Penalties for downtime	As per RFP	We would request OICL to capped it at 5% of quarterly AMC charges	As per RFP
83		Deemed Acceptance	Clause to be added	Any equipment supplied or services provided by Wipro shall be deemed to have been accepted by Customer if Customer puts such equipment, services to use in its business or does not communicate its disapproval of the same together with reasons for such disapproval within 10 days from the date of receipt of such equipment or delivery of the services.	As per RFP
84		Acceptance of the Solution	There shall not be any additional charges for carrying out this acceptance test. OICL will take over the system on successful completion of the above acceptance test.	The risk, title and ownership of the products shall be transferred to the customer upon delivery of such products to the customer. Please confirm our understanding.	As per RFP

85		<p>Assignment</p> <p>OICL may assign the software provided therein by the Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. OICL shall have the right to assign such portion of the AMC services to any of the sub-contractors, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with the Bidder for any reason whatsoever; (iv) Expiry of the contract. Such right shall be without prejudice to the rights and remedies, which OICL may have against the Bidder. The Bidder shall ensure that the said subcontractors shall agree to provide such services to OICL at no less favorable terms than that provided by the Bidder and shall include appropriate wordings to this effect in the agreement entered into by the Bidder with such sub-contractors. The assignment envisaged in this scenario is only in certain extreme events such as refusal or inability of the Bidder to perform or termination/expiry of the contract.</p>	<p>OICL may assign the software provided therein by the Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. OICL shall have the right to assign such portion of the AMC services to any of the sub-contractors, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with the Bidder for any reason whatsoever; (iv) Expiry of the contract. Such right shall be without prejudice to the rights and remedies, which OICL may have against the Bidder. <del>The Bidder shall ensure that the said subcontractors shall agree to provide such services to OICL at no less favorable terms than that provided by the Bidder and shall include appropriate wordings to this effect in the agreement entered into by the Bidder with such sub-contractors.</del> The assignment envisaged in this scenario is only in certain extreme events such as refusal or inability of the Bidder to perform or termination/expiry of the contract.</p>	<p>As per RFP</p>
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86	14	1.6 Eligibility Criteria for bidder, point 9	The Bidder should have supplied, installed and commissioned biometric authentication solution with minimum 1000 biometric finger print Scanners (STQC Certified Products) to one customer with in BFSI/ PSU/ Government sector in India in last 5 years.	Since such a solution has been installed only 2 years back in PSU banks there are not many companies who have such an experience as requested by OICL. We request you to relax this criteria and also allow bidders / OEMs who have innovative solutions implemented in other parts of the world.	As per RFP
87	14	1.6 Eligibility Criteria for OEM, point 2	OEM should have supplied USB finger print Scanners (STQC Certified Products) to atleast three customers with minimum 1000 count in BFSI/ PSU / Government sector in India in last 5 years.	Since OEMs usually sell via distributors / resellers there is no direct PO from end customer on the OEM. We request you to consider the PO's raised by our distributors.	As per RFP
88	15	1.6 Eligibility Criteria for OEM, point 3	OEM should have supplied biometric authentication solution to atleast three customers in BFSI / PSU / Government sector in India in last 5 years.	Since this solution is fairly new and only 1 company has provided such a solution to PSU Banks in last 5 years, we request OICL to remove this clause to encourage participation and get competitive quotes	As per RFP
89	15	1.6 Eligibility Criteria for OEM, point 4	OEM of Biometric Solution should have service centers in India.	Since OEMs will sell via system integrators in this tender, this experience should be application for the bidder and not the OEMs. The bidders can provide the required support to OICL based on the SLAs mentioned in this tender	As per RFP