

**UNITED INDIA INSURANCE COMPANY LIMITED**  
**PRE-BID QUERY REPLIES Dated: 12-08-2022**  
**000100/HO IT/RFP/187/2022-2023**

SR. No.	RFP Clause No. & RFP Page No.	RFP Clause	Queries	UIIC Response
1	Pg. No. 45 Pt. No. 2 -- ANNEXURE IV ELIGIBILITY CRITERIA FOR QUALIFICATION OF BIDDERS	The Bidder should have been in existence in the biometric based two factor authentication business for a minimum period of FIVE years in India	We request you to please give us relaxation under Startup by DIPP/ MSME, please give us fair chance to participate in this bid	No Change
2	Pg. No. 45, Pt. No. 9 -- ANNEXURE IV ELIGIBILITY CRITERIA FOR QUALIFICATION OF BIDDERS	The bidder should have a support / representative office in Chennai to provide onsite support immediately	We request to amend the clause and also allow to submit declaration to open office within one month after getting the Purchase Order	In case of no office in Chennai, vendor should depute required number of resources as and when required to resolve issues.
3	Pg. No. 20, 3.8.10	3.8.10 Vendor has to deploy automated process of de-duplication of all user enrollments done during the pilot implementation.	Since at present all the data are linked to Aadhaar how De-Duplication will process the data ?	UIIC is not looking for Aadhaar based solution. A persons biometric enrolled against a user id should not be re-enrolled in another user id. De-duplication means the above.
4	Pg. No. 20, 3.8.9	3.8.9 Vendor has to ensure that the biometric authentication solution can scale up to handle the concurrent users and peak period usage.	What is the level of scaleup required ?	As per Annexure IX point 3.11 read along with point 2.6 Latency
5	Pg. No. 20, 3.8.5	3.8.5 Any changes or customization that is warranted and notified to the vendor during the Pilot Phase, inclusive of reports, if any, should be carried out immediately before rolling out of the solution to next pilot branch. Customization, if any, during the pilot phase, should be carried out at no additional cost to UIIC.	Any change after SRS would have to be estimated. Major changes would have to be discussed before moving forward as it would involve time and cost.	No Change. Any change till project signoff will be at no additional cost. Once project sign off is given by UIIC, any change will be a new change request.
6	Pg. No. 19, 3.7.5	3.7.5 Vendor should assist UIIC in getting the biometric authentication solution integrated with existing Windows AD, GC-CORE, SAP, DMS application and demonstrate the authentication process as per the scope of this RFP.	Will the API be provided for integration ?	Bidder has to provide API/SDK for integration. Bidder has to co-ordinate with existing UIIC application vendors/OEM for integration.

7	Pg. No. 34, 5.9	Termination UIIC shall be entitled to terminate the agreement/purchase order with the Bidder at any time giving 30 day's prior written notice to the Bidder if the Bidder breaches its obligations under the tender document or the subsequent agreement/purchase order and if the breach is not cured within 15 days from the date of notice.	This termination should be 90 days.	Please refer to corrigendum 3.
8	Pg. No. 38, 6.3 Payment Terms	2 Hardware Cost of Biometric Device 60% on full delivery of Equipment at each Location and submission of delivery challan duly signed by UIIC officials. 30% after the successful PAN India rollout	Payment on hardware should be close to 90%	No Change
9	Pg. No. 71, xii. Fall Clause	a. The BIDDER undertakes that it has not supplied/is not supplying similar products /systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	This clause should be removed as prices may differ.	No Change
10	Pg. No. 17, 3.6 Project Timelines	7 Pilot implementation T+12 Week	Project time line must exclude Pilot implementation	Please refer to corrigendum 3.

11		General	<ol style="list-style-type: none"> <li>1. Max Transaction per Day</li> <li>2. Max Size of Write /Transaction year</li> <li>3. Any Document Upload Permitted</li> <li>4. Max Size of File in MB</li> <li>5. Max Files per User</li> <li>6. Database Backup Policy</li> <li>7. Database Retention Policy</li> <li>8. DC - DR Policy</li> <li>9. RPO -- Recovery Point of Object</li> <li>10. RTO -- Recovery Time of Object</li> <li>11. Data Archival Policy</li> </ol>	<ol style="list-style-type: none"> <li>1. NA</li> <li>2. NA</li> <li>3. NA</li> <li>4. NA</li> <li>5. NA</li> <li>6. Database Backup Policy will be as per existing policy of UIIC.</li> <li>7. Database Retention Policy will be as per existing policy of UIIC.</li> <li>8. DR to be 100% of DC.</li> <li>9. HW will be provided by UIIC RPO will be as per our existing timelines.</li> <li>10. HW will be provided by UIIC RTO will be as per our existing timelines.</li> <li>11. Data Archival Policy will be as per existing policy of UIIC.</li> </ol>
12	Pg. No. 12 2.4 Existing Architecture for UIIC applications	GC-CORE is a browser based application runs on intranet. The infrastructure is hosted at UIIC's DC and DR sites. The DB for GC CORE runs on oracle with Solaris/Linux OS. Application servers are hosted in Hypervisor (with plugins) with Windows/Linux OS. This architecture is similar in Data Center and Disaster Recovery Sites. The above applications are browser driven. Users open the application using a generic browser (IE 8 and above). Users from all offices use the same URL for accessing the application	The browser used by UIIC has to be supported by the respective Operating System OEM. We therefore request UIIC to remove IE 8 since the support has been stopped by Microsoft.	No Change
13	Pg. No. 13 Part A - Implementation of end to end Two Factor Biometric Authentication Solution	3.1.3 The vendor should ensure capturing the all 10 live finger print for enrolment of UIIC employees and store the encrypted data in different centralized server after splitting (Distributed Storage).	Please explain more on Distributed Storage. Our Biometric Application will store a copy of fingerprint information in every available databases and sync the same. Kindly confirm if this is ok.	Please refer to corrigendum 3.

14	Pg. No. 13 Part A - Implementation of end to end Two Factor Biometric Authentication Solution	3.1.6 The Bidder should load the biometric device drivers 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.	For Browser based application biometric driver is the only dependency; however for Windows Login functionality other executables has to installed. Kindly confirm if this is ok.	Agreed with an explanation from bidder.
15	Pg. No. 13 Part A - Implementation of end to end Two Factor Biometric Authentication Solution	3.1.9 Bidder should co-ordinate with different applications vendors of UIIC for seamless integration of Biometric solution with respective applications.	Kindly request UIIC to provide necessary development support for the integration as the application vendors have contracts with UIIC.	Providing API/SDK is the bidders responsibility. UIIC will co-ordinate with its current application partners wherever required.
16	Pg. No. 14 Part A - Implementation of end to end Two Factor Biometric Authentication Solution	3.1.10 Bidder will provide a web-based user interface for inventory management of the fingerprint devices with the details of user allotment, endpoints connected, etc. and provide all requisite MIS reports and provide SLA monitoring tools.	The device to be supplied is STQC Certified and will work for <b>multiple users</b> ; therefore Fingerprint device details with user allotment cannot be provided. Kindly clarify and amend suitably.	Please refer to corrigendum 3.
17	Pg. No. 15 Part B - Supply, Installation and Support of Live Finger print biometric device	3.2.1 Bidder should Supply, Install, test and commission only one make and model fingerprint biometric device (11,000 biometric devices) along with the appropriate SDK/driver installations, at each endpoints operated by UIIC employees across the country.	Hardware - Fingerprint scanner is a Plug and Play model and hence there is no physical installation required at device level. The devices scope would be only delivery and submission of POD. Installation and commissioning of the devices is not required. Hence, we kindly request to modify the clause.	Bidders representative should be available at regional offices. Bidder is responsible for coordinating with UIIC officials at each office to ensure 100% enrollment of all employees. In the event of any challenges bidder's representative to visit the office and resolve the issue. The other provisions of the clause holds good.
18	Pg. No. 17 3.4.17	The bidder has to provide onsite support at Chennai. The Bidder should deploy minimum of two full time resource.	Please clarify the level of support engineer required.	Bidders engineer should be able to trouble shoot any issues pertaining to solution deployed at DC and DR and offer immediate solution. All other requirements as per clause 3.4.17 holds good.
19	Pg. No. 17 3.6 Project Timelines	Purchase Order from UIIC to successful bidder after successful POC T+6 Week  Delivery of devices and complete solution components T+9 Week	The no of days to start the delivery from PO date to Delivery of 11,000 devices is very minimal. We request UIIC to modify the period at least 6 - 8 weeks for device delivery. Hence, request to extend the delviery period from T+9 to T+14 weeks.	Please refer corrigendum 3.

20	Pg. No. 23 Earnest Money Deposit (EMD)	The intending bidders shall submit Bank Guarantee (REF. Annexure V: Bank Guarantee Format for EMD)/Insurance Surety Bonds/ Account Payee Demand Draft/Electronic Credit for EMD of ₹ 75,00,000	Would request the UIIC to reduce the EMD value to 25 lacs or modify to in lieu of EMD the bidder can provide Letter of Comfort (LOC)	Please refer corrigendum 3.
21	Pg. No. 38 6.3 Payment Terms	<b>Application/ Software Licenses</b> 60% after implementation for Application/Software Delivery. 30% after the successful PAN India rollout. 10% on completion of the entire project period.	30% after the successful PAN India rollout needs to be modified; We would request UIIC to change the payment terms 90% against implementation of application/software delivery & 10% against on completion of the entire project /on submission of PBG	No Change
22	Pg. No. 38 6.3 Payment Terms	<b>Implementation, Installation and Commissioning</b> 20% against the successful implementation at all offices under 2 Regions. 30% against the successful implementation at all offices under 10 Regions. 50% against the successful implementation at all offices and sign off by UIIC.	Our solution will be implemented at centralized server and activation of the device will be done remotely to all the offices & Regions. Kindly request UIIC to modify the clause to 50% against the successful implementation at centrally. 50% on sign-off by UIIC.	No Change
23	Pg. No. 41 8.Repeat Order	Finger print device cost has to be retained for the period of at least 5 years. The equipment / other solution offered should not have been declared for end of life support for the entire project period.	Normally the support for the device will be provided for the entire project period, however the cost will be based on US dollar and other circumstances from time to time. Request to modify the clause accordingly or on mutually agreed terms.	No Change
24	Pg. No. 45 Point No.3 ANNEXURE IV ELIGIBILITY CRITERIA FOR QUALIFICATION OF BIDDERS	The Bidder should have a minimum turnover of INR 50 crores per annum in any of last three financial years (2021-22, 2020-21 and 2019-20).	We request UIIC to consider the Provisional Balance sheet for the year 2021-22 since the final audited balance sheet will be available by end of Sep 22.	Please refer corrigendum 3.
25	Pg. No. 45 Point No.4 ANNEXURE IV ELIGIBILITY CRITERIA FOR QUALIFICATION OF BIDDERS	The bidder has registered net profit (after tax) in any of the last three financial years (2021-22, 2020-21 and 2019-20).	In last 2 years all the industry underwent Corona Trauma and hence request the UIIC to waive-off the clause or reduce the Net profit value parameter to Rs 4 crore in evaluation criteria.	Please refer corrigendum 3.

26	Pg. No. 45 Point No.5 ANNEXURE IV ELIGIBILITY CRITERIA FOR QUALIFICATION OF BIDDERS	The Bidder should have the following accreditations / certifications which is valid as on the date of issue of this RFP ISO 9001:2008 ISO 27001 CMMI Level 3.	<b>CERT-In</b> certifies the application on VAPT and other parameters, hence request the UIIC to amend this clause as CMMI Level 3 or <b>CERT-In</b> certified. Indian Computer Emergency Response Team ( <b>CERT-IN</b> or <b>ICERT</b> ) is an office within the Ministry of Electronics and Information Technology of the Government of India.	Please refer to corrigendum 3.
27	Pg. No. 47 Point No.16 ANNEXURE IV ELIGIBILITY CRITERIA FOR QUALIFICATION OF BIDDERS	OEM of Biometric Solution should have service centers in India	Kindly request to change the clause as Bidder/OEM of Biometric Solution should have service centres in India.	Please refer corrigendum 3.
28	Pg. No. 58 ANNEXURE IX - FUNCTIONAL AND TECHNICAL SPECIFICATION	1.13. EMC compliance FCC class A or equivalent	For Indian manufacturer STQC or BIS is the mandatory standard. FCC is an US standard.  FCC -The FCC is a certification mark employed on electronic products manufactured or sold in the United States which certifies that the electromagnetic interference from the device is under limits approved by the Federal Communications Commission. Again this has relevance to the products sold in USA and not in India.  Kindly refer the document of UIDAI Device Specification for Authentication, Page3 it clearly mentions "FCC –Class A or equivalent". We have submitted to STQC/UIDAI "the CE/EMC" (equivalent) report for our device which was accepted by STQC and was awarded the certification for the Device. According to the Indian Compliance standard, UIDAI certified through STQC is the de-facto standard. Hence, we request you to kindly remove the clause.	Please refer to corrigendum 3.
29	Pg. No. 59 Annexure IX	Bidder should integrate proposed solution with various applications used by UIIC which includes GC CORE, SAP, DMS and any other UIIC applications. Bidder should integrate with AD or any LDAP directories for Windows authentication.	Kindly request UIIC to provide necessary development support for the integration.	Providing API/SDK is the bidders responsibility. UIIC will co-ordinate with its current application partners wherever required.

30	Pg. No. 60 Annexure IX	The client machines could be thin clients/desktops/laptops currently working on RHEL 5.4 or above, Windows 8, 8.1 or above, which should be supported by the proposed two factor authentication SDK/APIs.	Kindly request UIIC to modify the clause as "to work on Windows 10 and above as minimum configuration".	No Change
31	Pg. No. 74 Point No.5 ANNEXURE XV – ELIGIBILITY CUM TECHNICAL EVALUATION CRITERIA	If proposed biometric device is enabled with PKI technology for sending and receiving biometric data to and from server for enrollment and authentication.	Biometric device is enabled with RSA(PKI) encryption at host level for enrollment & authentication of fingerprint during transfer and rest. Kindly confirm whether the said approach is fine.	No Change
32	Pg. No. 58 ANNEXURE IX - FUNCTIONAL AND TECHNICAL SPECIFICATION	1.18. The proposed finger print device should have firmware-level encryption and Live Finger Detection capability.	Firmware level encryption is not available with any of the STQC certified Finger print scanner OEM's Except one OEM (Not tested by STQC). Hence, requesting to change as Host level encryption.	Please refer corrigendum 3.
33	Pg. No. 13 a) 3. Scope of Work b) ANNEXURE IX - FUNCTIONAL AND TECHNICAL SPECIFICATION	Add new clause- Inclusion of every employee under BAS.	Vendor should include every employee under the BAS, including feeble finger print employees. In case the finger print is not readable, the bidder to ensure alternate finger print reader can be attached to the specific user with additional security controller.	Not acceptable.
34	Pg. No. 37 6.3 Payment Terms	Application/ Software Licenses & Hardware Cost of Biometric Device - 10% on completion of the entire project period.	10% on completion of the entire project period - To 10% will be released on submission of PBG valid till the end of the project period.	No Change
35	Pg. No. 12 2.4 Existing Architecture for UIIC applications	GC CORE, SAP, DMS, OBIEE	Kindly provide following details for each application Numbers of user in each application Front end Technology of each application ( e.g. .net, java, angular) Accessed within the branch network (not from internet or VPN). Otherwise, kindly provide details.	All applications are accessible to all employees.  All applications are accessed within the intranet and over Internet, VPN also.
36	Pg. No. 13 2.6 Latency	Bidder should specify the latency at the time of peak load, If 12000 users are logging in to mark their attendance between 09:57 AM to 10:02 AM, the latency must be less than 2 seconds.	Does bidder also need to provide biometric attendance application for capture in and out time for employees?	Biometric attendance application not required.
37	Pg. No. 14 Scope of work	3.1.1 UIIC will provide required hardware which will be in Hypervisor environment	Does UIIC support vmware virtualization? If no, kindly provide details of hypervisor environment.	UIIC uses both vmware and nutanix hypervisor environment. Nutanix Hypervisor based solution will be preferred.

38	Pg. No. 14 and 60 Scope of work and ANNEXURE IX	<p>3.1.3 The vendor should ensure capturing the all 10 live finger print for enrolment of UIIC employees and store the encrypted data in different centralized server after splitting (Distributed Storage).</p> <p>1.26 The finger print data of all users stored in different servers after splitting must be stored in encrypted form only.</p>	The biometric data is already secured through encryption. Storing the data on different server after splitting will decrease the performance and scalability of the solution. Request you to kindly remove this clause.	No Change
39	Pg. No. 14 Scope of work	3.1.4 The required license to run software along with software assurance for 5 years in the server (App and DB) will be taken care completely by the bidder.	As per our understanding, bidder should ensure the license validity for 5 years. Even if there is any change in software license, UIIC should not be impacted by same. And there is no other requirement. Kindly confirm.	Yes, your understanding is correct.
40	Pg. No. 14 Scope of work	3.1.8 The bidder would have to provide easy to use SDK/API files so as to enable UIIC to integrate the Biometric Authentication Solution with other applications also. UIIC will have the right to share the SDK/API files with 3rd parties for integration with respective 3rd party applications. Proposed SDK/API should support all formats.	The SDK/, API is supported for windows and Rhel environment as per UIIC requirement. Also bidders shall provide rest API's. Kindly provide any details of any other format required from SDK/API.	Both REST and SOAP API required based on use cases and other parameters like security, performance etc.
41	Pg. No. 14 Scope of work	3.1.10 Bidder will provide a web-based user interface for inventory management of the fingerprint devices with the details of user allotment, endpoints connected, etc. and provide all requisite MIS reports and provide SLA monitoring tools.	Our understanding is that bidder needs to provide the user id mapping with device serial number to ensure only allocated devices can be used by assigned user only. Kindly confirm.	Please refer corrigendum 3.
42	Pg. No. 15 Scope of work	3.1.18 Source code of the solution to be stored with Escrow Account.	Third party and IPR software will be excluded from escrow. Kindly include the same.	Source Code for Biometric Solution only envisaged.
43	Pg. No. 19 3.7 Proof of Concept (POC)	3.7.5 Vendor should assist UIIC in getting the biometric authentication solution integrated with existing Windows AD, GC-CORE, SAP, DMS application and demonstrate the authentication process as per the scope of this RFP.	To test the capability of bidder, Request UIIC to include windows logon and integrate with GC -Core application as POC and rest of the application can be part of actual project.	Bidder to do POC for all items listed in Annexure X table III (A) as mentioned in corrigendum 3.
44	Pg. No. 46 ANNEXURE IV ELIGIBILITY CRITERIA	9. The bidder should have a support / representative office in Chennai to provide onsite support immediately.	We can provide support through onsite resources in UIIC and through our various delivery/support center in Bangalore, Noida and Mumbai. Further we have support personal in Chennai to provide support to other customers. Request UIIC to modify the clause to consider support personnel instead of office in Chennai.	In addition to the 2 onsite resources, in case of any requirement vendor has to deploy capable resource without any additional cost to UIIC, at HO-Chennai DC-Mumbai, DR-Hyderabad for providing resolution.



45	Pg. No. 60 INTEGRATION AND CONNECTIVITY	2.2 Bidder should integrate proposed solution with various applications used by UIIC which includes GC CORE, SAP, DMS and any other UIIC applications. <b>Bidder should integrate with AD or any LDAP directories for Windows authentication</b>	Kindly confirm whether UIIC is looking for Windows logon using biometric as 2FA?	Yes, as per RFP 2FA for Windows Login to be implemented.
46	Pg. No. 61 Biometric Authentication Solution	3.2 The Proposed solution should be browser and OS independent	As per point 3.8 pg 61, UIIC application are currently used on windows and rhel client machine. Request UIIC to remove OS independent clause as all the biometric devices in market doesn't have support for OS like ios.	OS to be supported is Windows and RHEL. For Browser No Change.
47	Pg. No. 61 Biometric Authentication Solution	3.8 The client machines could be thin clients/ desktops /laptops currently working on RHEL 5.4 or above, Windows 8, 8.1 or above, which should be supported by the proposed two factor authentication SDK/APIs.	Kindly provide details of thin client including make, model, OS, terminal memory (HDD space to installed device drivers).	Thin clients are not deployed at present, but are part of the future plan.
48	Pg. No. 61 Biometric Authentication Solution	3.8 The client machines could be thin clients/ desktops /laptops currently working on RHEL 5.4 or above, Windows 8, 8.1 or above, which should be supported by the proposed two factor authentication SDK/APIs.	RHEL 5.4 and Windows 8, 8.1 are out of support from OS OEM. Kindly restrict the support to version supported by OS OEM.	No Change.
49	Pg. No. 63 Table I: Hardware Cost	VM will be provided by UIIC in Hypervisor Environment	As per proposed solution all servers use common SAN storage. Our understanding is that SAN, load balance and other infrastructure shall also be provided by UIIC. Kindly confirm.	UIIC will provide HLB.
50	Pg. No. 64 Table III: Integration and commissioning Cost	Table III: Integration and commissioning Cost	Will UIIC take care of branch enrollment/implementation by themselves? Otherwise kindly include a separate commercial section for same.	Bidders representative should be available at regional offices. Bidder is responsible for coordinating with UIIC officials at each office to ensure 100% enrollment of all employees. In the event of any challenges bidder's representative to visit the office and resolve the issue. The other provisions of the clause holds good.  For commercial please refer corrigendum 2.
51	Pg. No. 74 ANNEXURE XV – ELIGIBILITY CUM TECHNICAL EVALUATION CRITERIA	If proposed biometric device is enabled with PKI technology for sending and receiving biometric data to and from server for enrollment and authentication	To secure biometrics, other customers has implemented multiple encryption technologies like symmetric or asymmetric in device. Request UIIC to consider all such implementation and not restrict only to PKI.	Please refer corrigendum 2.

52		New Clause (Termination for UIIC Default)	<p>Please add a new clause as follows:</p> <p><i>"If UIIC fails to or is unable to make payment within the agreed timelines in Contract, the bidder/vendor may terminate the contract by giving fifteen (15) days final notice, provided that, UIIC has failed to cure/rectify such default within thirty (30) days defect cure period from the date of receipt of notice to cure issued by the vendor/bidder."</i></p>	Not agreed
53		New Clause (Limitation of Liability)	<p>Please add a new clause as follows:</p> <p><i>"Notwithstanding anything to the contrary contained, neither Party shall be liable to the other Party for any loss of use of any works, loss of profit, loss of contract or for any other indirect or consequential loss or damage which may be suffered by the other Party in connection with the Contract. The total liability of the vendor/bidder to UIIC, under or in connection with the Contract, shall not exceed the total Contract value payable by UIIC to the bidder/vendor under the Contract."</i></p>	Not agreed
54	Pg. No. 33 5.11 (Force Majeure)	For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the parties, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation.	<p>It is requested to also include grounds related to pandemic and lockdown restrictions, in the following manner:</p> <p><i>"For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the parties, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake, fire, <u>pandemic and lockdown restrictions</u>, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation."</i></p>	Please refer corrigendum 3.

55	Pg. No. 33 Annexure VI (OEM/Developer's Authorization Form)	In case the bidder is not able to implement the solution to the satisfaction of the Company as per the functional and technical specification of the bid then we will be responsible to implement and maintain the solution till the time specified in this bid at no extra cost to the company.	<p>In the event the original bidder fails to perform under the Contract and as per the clause of OEM authorisation form, OEM is made to perform the scope of works under the Contract, then it is requested to issue the purchase order for the remaining works directly to the OEM and payment is directly to be made to the OEM instead of the original bidder. Hence, please add the following in this clause:</p> <p><i>"In case the bidder is not able to implement the solution to the satisfaction of the Company as per the functional and technical specification of the bid then we will be responsible to implement and maintain the solution till the time specified in this bid at no extra cost to the company. <u>In such scenario, UIIC shall issue the purchase order for such remaining scope of works directly to the OEM and shall make payment towards such works directly to OEM in OEM designated bank account.</u>"</i></p>	No Change
56	Pg. No. 8 Schedule of Events	Last date for bid submission 10-08-2022	Request UIIC to provide at least 2 week to respond post pre bid queries reply.	Please refer to corrigendum 3.
57	Pg. No. 11 2.4	<p>The servers in turn are used to host applications including GC CORE, SAP, HRMS, Portal, E-mail, Proxy etc. that provide business services to the users. On top of the application layer there is a network layer that makes these applications accessible from remote offices (MPLS/VPN) and finally the end user's computer.</p> <p>The users accessing these applications from their desktops form the top of this logical view of the UIIC IT landscape. Application OS is windows and is browser IE 8 and Above driven. OS for DB Server is Windows/Linux/Solaris/ MSSQL</p>	Requesting you to provide more information regards to this queries.	Please be guided by RFP.

58	Pg. No. 14 3.1.2	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.	We need Load balancer to achieve the latency. Kindly give more clarity on availability of Load Balancer.	UIIC will provide HLB.
59	Pg. No. 14 3.1.6	The Bidder should load the biometric device drivers 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	Need to deploy onsite support person for installation hence it will have cost implication.	Bidders representative should be available at regional offices. Bidder is responsible for coordinating with UIIC officials at each office to ensure 100% enrollment of all employees. In the event of any challenges bidder's representative to visit the office and resolve the issue. The other provisions of the clause holds good.
60	Pg. No. 15 3.1.11	Proposed solution should provide audit trails & activity logs of all the activities involved in Two Factor Authentication and should also Integrate with UIIC SIEM solution (McAfee).	Need to understand the UIIC SIEM solution as well as our scope in integration.	UIIC has McAfee SIEM solution, logs to be pushed in.
61	Pg. No. 15 3.1.15	Proposed solution should provide a OS level and DB level backup of biometric authentication data.	We feel Backup is the responsibility of DB Admin. We request you to confirm.	Hardware will be provided by UIIC. Proposed solution should be capable of taking OS level and DB level backup of finger print data and biometric authentication data. Bidders onsite resources are responsible for taking backup on daily basis, in addition to other works.

62	Pg. No. 17 3.4.17	<p>The bidder has to provide onsite support at Chennai. The Bidder should deploy minimum of two full time resource. The key activities that the onsite resource is expected to perform are:</p> <ul style="list-style-type: none"> <li>I. To manage and monitor proposed Biometric Solution, Hardware and Operating System.</li> <li>II. To resolve configuration related issues.</li> <li>III. User Management</li> <li>IV. Creation or modification of user profiles</li> <li>V. Assessment in case of specific rights assignment.</li> <li>VI. Provision for assigning user rights only for certain fixed period.</li> <li>VII. Categorization of requests into functional clarification, bug etc.</li> <li>VIII. Providing functional clarification/work around</li> <li>IX. Bug/change requests to be logged and reported for further processing.</li> <li>X. Provide telephonic and/or electronic mechanisms for problem reporting requests as well as for service and status updates.</li> <li>XI. Escalate/assign unresolved issues to next level.</li> <li>XII. Helpdesk support will be required during business hours on all the working days on which UIIC is functioning. The following is the indicative list of activities expected from the helpdesk support.</li> </ul> <ul style="list-style-type: none"> <li>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.</li> <li>b) Helpdesk support would typically address queries all end user issues pertaining to: <ul style="list-style-type: none"> <li>1.Application related issues/queries.</li> <li>2. Generic queries related to solution.</li> </ul> </li> <li>c) UIIC expects the Bidder to provide for helpdesk support for all activities and services that are part of scope.</li> </ul>	Need to deploy onsite support person for installation hence it will have cost implication.	No change
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63	Pg. No. 22 Annexure IV. Point 5	The Bidder should have the following accreditations / certifications which is valid as on the date of issue of this RFP ISO 9001:2008 ISO 27001 CMMI Level 3.	As we have 16 yrs experience in Bio Metric Authentication Business, We request you to avoid/ remove CMM Level certification requirement or put as an optional.	Please refer to corrigendum 3.
64	Pg. No. 59 Annexure IX Point no 1.1	Proposed Finger Print Device should be STQC Certified Product.	Kindly give clarity of STQC certification, as it is not needed for MFA. Please add FBI/PIB certification which is more relevant.	No Change
65	Pg. No. 59 Annexure IX Point no 1.18	The proposed finger print device should have firmware-level encryption and Live Finger Detection capability.	Its ok with us but it will come with the cost implication	Please refer to corrigendum 3.
66	Pg. No. 61 Annexure IX Point no 3.11	The proposed solution is suitably sized for UIIC to ensure smooth 2FA login and authentication with 1000 concurrent authentications. Provision should be kept at the time of sizing for at least 5% growth in number of users every year over the next 5 years. In case, the software ability to handle the said load is found to be insufficient, the bidder will have to bear the cost of upgrade of the software.	1000 TPS is too high. Need to understand and confirm with UIIC once again.	Please refer to corrigendum 3.