



UCO Bank

Department of Information Technology

Amendments/Addendum and Reply to Pre-Bid Queries Received In Response to the RFP for Supply, Implementation and Maintenance of Bio-Metric solution at Bank's Branches and Administrative Offices for enabling Second Factor Authentication for CBS System

Ref. No. DIT/BM/528/2011-12 Dated 19.07.2011

S.No.	Page No./Clause	Referred RFP Clause	Bidder's queries	Bank's clarification / Amendments
1	Section : 28 Page 25 : Training	The select bidder shall provide end-use and admin user training as per the requirement of the bank. Training for the first 1000 end-users and 10 admin users shall be provided at free of cost to the bank. The vendor should provide a per user cost which the Bank will use for subsequent training in the contract period.	Kindly clarify the first 1000 will from the same region, city or town to ensure our resource planning and cost. Requested to mention locations where this training is sought after? Timelines to be maintained, this is required after successful installation or part of commissioning of project? Who will be responsible for impact of any delay in training on installation schedule due to Bank?	Refer the training Clause amended - Training should be given at the branches at the time of enrollment. Reasons attributable to bank are exempted from timeline.
2	Page 6 Clause 4 Consortium	All the consortium members should enter into a Memorandum of Understanding (MoU) not prior to the date of release of this RFP. The MoU should clearly define the roles and responsibilities of each consortium member and state that the members of the consortium shall be liable jointly and severally for the implementation of the project in accordance with the terms of the agreement of the RFP. An original copy of the MoU on requisite stamp paper has to be submitted along with EMD and Tender fees.	Requested Bank to relax joint and several liability clause	No change in RFP Clause

3	Page 11 Clause 7 Paying Authority	Also the Bidder has to submit the certificate of insurance covering all the risks during transit, storage, installation, commissioning, testing and handling including third party liabilities.	Elaboration of In-transit insurance requested	Refer clause no. 26 of RFP
4	Page 11 Clause 8.3 Warranty	The selected bidder should ensure that as and when any problem arises, they are immediately rectified without any additional cost to The Bank.	Requested SLAs to be defined	Selected bidder shall enter into an SLA with the Bank on mutually agreed terms in line with the terms and conditions of the RFP
5	Page 11 Clause 8.4 Warranty	The selected bidder shall make a provision of making emergency release of patches in case of some serious bugs or immediate requirements without any additional cost to The Bank .	Requested SLAs to be defined	Selected bidder shall enter into an SLA with the Bank on mutually agreed terms in line with the terms and conditions of the RFP
6	Page 11 Clause 8.6 Warranty	<p>The selected bidder should ensure that during the warranty period, the software will be kept up-to-date in terms of followings, without any additional cost to The Bank :</p> <ul style="list-style-type: none"> • User suggestions and feedback. • Bugs removal and troubleshooting. • Maintenance and support for patches, version control and release. • Regular performance tuning of Biometric Solutions and process optimization for users. • Develop, maintain & monitor synchronization procedures for Biometric Solutions database to Finacle database and others. • Regular backup of Biometric Solutions software & database. • Data rectification, if required, on being caused due to any program malfunction supplied by the bidder or due to any other reason whatsoever. • Re-installation and re-configuration of software for Biometric Solutions, database, etc. if required. 	Requested that Standard updates shall be provided. Upgrades to be provided at mutually agreed prices as and when released.	No change in RFP Clause

7	Page 11/12 Clause 8.1/8.14/ 8.15/8.16 Warranty	The selected bidder should provide five years comprehensive warranty for proposed Biometric Solutions, including hardware, software and associated services. The warranty shall start from date of implementation/operation of the solution.	Requested Standard OEM warranty shall be passed on 'As is' to UCO Bank. Additional support shall be provided to adhere to SLAs.	No change in RFP Clause
8	Page 12 Clause 8.12 Warranty	If the bidder, having been notified, fails to remedy the defect(s) within a reasonable period as per the terms & conditions of SLA, The Bank may proceed to take such remedial action as may be necessary at the bidder's risk and expense and without prejudice to any other rights, which The Bank may have against the bidder under the contract.	Requested to delete the step in clause.	No change in RFP Clause
9	Page 13 Clause 9.2 Maintenance Standard During Warranty	If the uptime for the biometric solution for each end-user is below the guaranteed uptime, Bank shall charge @1% of the total cost of the solution.	Requested Bank to cap the penalty to 5% of the annual support value.	In case the central Biometric solution fails, for every such incident penalty of 1% of the TCO will be charged upto a maximum of 5%. For finger print scanners, penalty will be charged at 0.5% of the cost of the scanner for downtime up to two days and 1% thereafter for every day upto a maximum of 10%.
10	Page 27-28 Clause36 Force Majeure	Refer "FORCE MAJEURE" clause of RFP - Page 27 & 28	Requested that upon continuation of a force majeure event for more than 30 days, the parties will mutually agree on the next steps.	No change in RFP Clause
11	Page 28 Clause 37 Confidentiality	Refer "CONFIDENTIALITY" clause of RFP - Page 28	Requested- mutuality of this confidentiality clause as our technical and commercial proposal and prices are its proprietary and confidential information.	No change in RFP Clause

12	Page 30 Clause 49 Ownership And Retention Of Documents	Refer "OWNERSHIP AND RETENTION OF DOCUMENTS" clause of RFP - Page 30	Requested to retain ownership of all documents. Bidder will provide Customer a non-exclusive, perpetual license to use all documents for its internal use	No change in RFP Clause
13	Page 14 Clause 12 Performance Guarantee	The Bank will require the selected Bidder to provide a Performance Bank Guarantee, within 7 days from the date of acceptance of the order or signing of the contract whichever is earlier, for a value equivalent to 10% of the project implementation cost. The Performance Guarantee should be valid for a period of 60 months. The Performance Guarantee shall be kept valid till completion of the project and warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected Bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and warranty period. In case the selected Bidder fails to submit performance guarantee within the time stipulated, The Bank, at its discretion, may cancel the order placed on the selected Bidder without giving any notice. Bank shall invoke the performance guarantee in case the selected Bidder fails to discharge their contractual obligations during the period or Bank incurs any loss due to Bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.	Requested Bank to keep the PBG validity upto the expiry of contract. Requested Bank to invoke PBG in case of material breach of contract post a cure period of 45 days.	No change in RFP Clause

14	Page 23 Clause 20 Order Cancellation (Termination)	Refer "ORDER CANCELLATION (TERMINATION)" clause of RFP - Page 22 & 23	Requested - a party may terminate the contract at 30 days written notice if the other party has committed a material and has failed to cure the same within 30 days of receiving a written notice for sure from the other party. Payment to be made for all products/services delivered upto date of termination.	No change in RFP Clause
15	Page 24 Clause 23 Liquidated Damages	Liquidated damages at 1% (One percent) of the contract price per week will be charged for every week's delay in the specified delivery schedule or to perform the service within the contracted time period ,subject to a maximum of 10% of the value of the order value. The Bank reserves it's right to recover these amounts by any mode such as adjusting from any payments to be made by The Bank to the Bidder. Liquidated damages will be calculated on per week basis. Once the maximum is reached, the Bank may consider termination of the contract.	Requested Bank for LD to be capped to 10% of the value of the affected product/service.	No change in RFP Clause

16	Page 25 Clause 30 Penalty	<ul style="list-style-type: none"> • The Bidder shall perform its obligations under the agreement entered into with The Bank, in a professional manner. • If any act or failure by the Bidder under the agreement results in failure or inoperability of systems and if The Bank has to take corrective actions to ensure functionality of its property, The Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures subject to a maximum of 100% of the order value. • Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of Bidder. • The Bank shall implement all penalty clauses after giving due notice to the Bidder. • If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, The Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance. • SLA violation will attract penalties. 	Requested Bank for Penalties to be defined and capped under SLA section.	No change in RFP Clause. Selected bidder shall enter into an SLA with the Bank on mutually agreed terms in line with the terms and conditions of the RFP
17	Page 5 Clause 3.4. Eligibility Criteria For The Bidder	The Bidder should have implemented such projects involving supply of minimum of 1000 nos. of biometric scanners, installation, configuration and maintenance of the same for access control to application. The above Biometric solution should have been implemented in India.	Requested Bank to rephrase "The Bidder/OEM should have implemented such projects involving supply of minimum of 1000 nos. of biometric scanners, installation, configuration and maintenance of the same for access control to application. The above Biometric solution should have been implemented globally." This is a request as such solutions are coming up in India and have been done globally.	The clause 3.4 of eligibility criteria is amended below. All other clauses under eligibility criteria remains unchanged. "The Bidder / any of the consortium partners should have implemented such projects involving supply of minimum of 1000 nos. of biometric scanners, installation, configuration and maintenance of the same for access control to application. The above Biometric

			<p>If this requirement is to test biometric capabilities of bidder / consortium, then to invite a fair competition, would request you to revise it as following, any of these criteria: a) The bidder / consortium should have completed biometric project worth Rs.20 lakhs OR b) The bidder / consortium should have done comprehensive work in biometrics field, with total of Rs.50 lakhs in last 3 years OR c) The bidder / consortium should be short listed & technically qualified by UIDAI for proof of concept studies for authentication using single fingerprint scanner</p>	<p>solution should have been implemented in India."</p>
18	Page 8 Clause 5.8 Broad Scope Of The Work	It will be the responsibility of the selected bidder to coordinate with Bank's CBS system integrator for the successful integration with Core Banking Solution	requested to clarify, if the coordination with system integrator involves in commercial liability, is the bidder expected to budget the same in their commercials?	The Bidder must factor the CBS integration & interface cost in their commercial bid.

19	Page 8 Clause 5.8 Broad Scope Of The Work	<p>Bank intends to implement two factor authentication for CBS application users in such a way that the user's thumb impression need to be authenticated first by the bidder's Biometric solution which should then return the corresponding user name of the user and populate the same in the username field of the Finacle login screen. The user name hence populated should not be editable. The bidder should accordingly develop necessary interface to integrate their biometric solution with the Banks CBS System i.e. Finacle ver 7.0.19 (running on HP-UX 11i environment and Oracle 10g database) deployed in the Bank. The interface so developed should be compatible with future versions of Finacle also. Integration may involve automated interaction, accessing Finacle database, services, seamless automated two way data exchange with Finacle etc. It will be the responsibility of the selected bidder to coordinate with Bank's CBS system integrator for the successful integration with Core Banking Solution. From the time the thumb/finger impression is sent to the time the authentication received, the entire process should be take not more than 3 seconds.</p>	<p>1. In this clause, if the users directly go the Finacle login screen for login, what is the expected result. If the expected result is that users won't be authenticated, is the bidder expected to change the authentication process of Finacle in that case? 2. According to this the biometric solution is to perform a 1: N match among all the registered users. Any biometric technology is limited by its FAR (false acceptance rate) and FRR (false rejection rate). There is a possibility of False Acceptance (even if it is <0.001%) which will mean wrong name being populated</p>	<p>Bank intends to implement two factor authentication for CBS application users in such a way that the user inputs his/her Unique ID (Employee Number/PF Number) and submits thumb/finger impression through an interface provided by successful bidder, which needs to be authenticated first by the bidder's Biometric solution (The solution will perform a 1:1 match amongst all the registered users and authenticate the PFM Number/Employee Number against the image already captured) and return the corresponding Finacle user's login name and populate the same in the username field of the Finacle login screen, in non-editable form. The bidder should accordingly develop necessary interface to integrate their biometric solution with the Bank's CBS System i.e. Finacle ver 7.0.19 (running on HP-UX 11i environment and Oracle 10g database). The interface so developed should be compatible with future versions of Finacle & database also. Integration may involve automated interaction, accessing Finacle database, services, seamless automated two way data exchange with Finacle etc. It will be the responsibility of the selected bidder to coordinate with Bank's CBS system integrator for the successful integration with Core Banking Solution. From the time the thumb/finger impression is sent to the time the authentication received, the entire process should not take more than 3 seconds. The Finacle login should happen only through bio-metric solution. The bidder shall coordinate with the CBS System Integrator and change the authentication process of Finacle if necessary at no additional cost to the Bank.</p>
----	---	--	--	---

20	Page 8 Clause 5.10 Broad Scope Of The Work	Finger Print Scanners with USB Interface (as per Annexure -II) should be connected to desktops/laptops/thin clients etc. installed at bank branches across India. Necessary device drivers for the Finger Print Scanners should be provided along with the device. Finger Print Scanners should be plug and play and Hot swappable. The client machines will be the interface for both enrollment and verification functions of the Biometric.	Is the bidder expected to visit all the branches of UCO bank or Bank officials will connect the plug and play devices themselves?	The bidder shall visit every branch/office for enrollment & training where the biometric devices are supplied
21	Page 9 Clause 5.27 Broad Scope Of The Work	The bank may integrate the Biometric Solution offered by the bidder with other applications running in the bank.	Bidder understands that the same will be given as a change request to the bidder as and when the new applications will need to be integrated.	In future ,if the Bank intends to introduce biometric authentication for any other applications, bank may at its own interest give a change request to selected bidder at the same rate as quoted by the bidder for this requirement or at lesser cost mutually agreed with the bidder
			Requested to provide details about applications currently in place, their technical architecture, and standard compliance reports	Shall be shared as and when required
22	Page 31 Clause 51 Limitation Of Liability	Refer "LIMITATION OF LIABILITY" clause of RFP - Page 31	Requested modification of this clause as follows: "Bidder's cumulative liability for its obligations under the contract shall not exceed the annual contract value and the bidder shall not be liable for incidental, consequential or indirect damages"	No change in RFP Clause
23	Page 8 Clause 5.11 Broad Scope Of The Work	Supply, customization and implementation of proposed Biometric should be completed within 4 weeks from the date of award of contract.	One of the bidders requested this clause to be amended to 8 weeks from award of contract and another bidder requested to revise timelines, and implement solution in phase manner, spread across period of 3-4 months.	The Central Biometric solution should be made operational within 4 weeks from the date of award of contract. The entire supply, installation of scanners and enrollment process should be completed within 12 weeks from the date of award of the contract.

24	Page 8 Clause 5.13 Broad Scope Of The Work	The selected bidder has to carry out DR Drill twice in every year in conjunction with CBS DR Drill without any extra cost to The Bank.	Requested to give details about DR Drill, personnel & vendors involved, with timelines. What is bank expectation on the same? Also requested to share details of last DR Drill exercise	The DR system of the Central Biometric solution should be always in ready state to switch over the activities from DC to DR during drill time or actual disaster happens. Details shall be shared with the selected bidder
25	Page 9 Clause 5.25 Broad Scope Of The Work	Bank has provided a minimum of 64 kbps bandwidth for its branches. Biometric solution should work within the bank's network bandwidth capacity.	Requested to share details related to downtime on every branch? Who will be responsible for failure in authentication due to network failure?	Downtime on account of network failure at branches shall not be counted in the downtime calculation of the biometric solution
26	Page 10-11 PAYING AUTHORITY	However, Bills would be payable, on receipt of advice/confirmation for satisfactory delivery/installation/re-installation, live running and service report from the concerned offices/branches where the purchased hardware and software have been delivered and implemented. Also the Bidder has to submit the certificate of insurance covering all the risks during transit, storage, installation, commissioning, testing and handling including third party liabilities.	Does this mean, generation of 2150 delivery challan and installation report, for every branch? Will UCO bank provide details of these branches, contact details of authorized person, before starting of project?	Bidder shall generate delivery challan and installation report, for every branch/ office where the biometric solution is installed. The list of all branches of the bank is available in the Bank's website. At every branch, the Branch head is the authorised official to give installation report
27	Page 12 Clause 8.16 Warranty	Select Bidder must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the Project Contract Period. During the said period Bidder shall maintain the equipment and repair/replace all the defective components at the installed site, at no additional charge to The Bank.	Requested clarification on damages caused due to mishandling / intentional damage by bank employees? Please consider following warranty terms: 1. The warranty does not cover the damages caused due to negligence, misuse, mishandling and faulty operation at customer end. 2. The customer shall not directly open, alter or try to tamper with or any way do any acts which will result in interferences with the internal operations of the product or do any modifications to the configuration not recommended in the product manual	No change in RFP clause. However Damages attributable to bank, which shall be defined in the SLA is not covered under warranty.

			<p>3. Warranty is null and void if repairs and modifications are carried out without our approval in writing</p> <p>4. Does not cover due to deterioration or failure of equipment, controls due to corrosive atmosphere</p> <p>5. Does not cover damage due to fluctuation in voltage Repair of equipment may not be possible at client site, as electronics product needs some infrastructure & tools in place to conduct repair. The product will need to be send to our service center for repair.</p>	
28	Page 24 Clause 26 Insurance	The equipment (hardware, software etc)supplied under the contract shall be fully insured by the successful bidder against loss or damage incidental to manufacture or acquisition	Who will pay premium for this insurance for 5 years? Terms & Conditions for this insurance? Does these needs to be taken care of in bid's commercial offer? If yes, to invite fair competition, please mention Insurance company name & details.	Refer clause no. 26 of RFP.
29	Page 29 Clause 41 Schedule Of Implementation	The Bidder should complete the implementation including Supply, Customization, and Deployment of Biometric solution within 4 weeks from the date of award of contract. The implementation shall comprise of system configuration, customisation, pilot implementation, UAT and system roll out. The warranty shall start from date of implementation/operation of the solution.	Would request for extension in timeline, in phase manner spread across 3-4 months.	The Central Biometric solution should be made operational within 4 weeks from the date of award of contract. The entire supply, installation of scanners and enrollment process should be completed within 12 weeks from the date of award of the contract.
30	Page 36 Annexure-III	BIO METRIC AUTHENTICATION SYSTEM – ENROLLMENT PROCESS:	Requested Clarification on following - 1. Does this involve biometric de-duplication process? / Does the registration procedure need to include a de-duplication module?	The System should have de-duplication capability at local level (ie. It should ensure that for one person six different fingers are enrolled) at the time of enrollment only without any additional cost to the Bank.
		Number of fingers used for authentication	2. Is there a limit of the number of fingerprints used for authentication?	During enrollment six fingers must be scanned. But at the time of authentication only one finger will be used.
		De-duplication during registration		

31	Page 37 Annexure –IV (Technical Specification)	Hot Swapping	What all hot-swapping scenarios does the client expect to covered out of the following	Hot swappable means replacing of any damaged components without causing any downtime and performance degradation.
			1. Sensor A is removed and Sensor B is connected, where A and B are of different makes/model	
			2. Sensor A is removed and Sensor B is connected, where A and B are of the same make and model.	
			3. Sensor A is removed and sensor A is reconnected.	
32	Page 37 Annexure –IV (Technical Specification)	Minimum Configuration	What is the minimum configuration of the desktops/laptops used as thin client?	Thin client configuration: Processor FAN less 800 MHz, OS-Win XP (SP-2) embedded with security Agent
33	Page 33 Serial No : 2 Annexure – II	260 x 360 Pixels	Image Size : 200 x 400 pixels - request to amend	Refer to the Revised annexure-II
34	Page 33 Serial No : 3 Annexure – II	23mm x 23 mm	Sensor area : 12mm x3mm (due to the technology , smaller form factor) – request to amend	Refer to the Revised annexure-II
35	Page 33 Serial No : 5 Annexure – II	8 bit Gray scale (256 Shades of gray) Compression Type -Non – Lossy TIFF format(compressed) 1KB to 2KB per finger Print	Image Gray scale /Type :Compression : WSQ format which is based on Global ISO standard – request to amend	Refer to the Revised annexure-II

36	Page 34 Serial No : 22 Certification And Standards Supported Annexure – II	ANSI X9.84 or CBEFF(common biometric exchange format framework),NIST,USA ,FBI IV QIS,FIPS 201 ISO/IEC19784/19875/19794	<p>FIPS 201 is a federal government standard that specifies Personal Identity Verification (PIV) requirements for Federal employees and contractors used by Homeland Security Presidential Directive-12 (HSPD-12) of United States of America. All Federal employees of US are issued biometric cards for physical and logical access control and hence only products which complies to FIPS 201 products should be used for those purpose. The more appropriate standard is ISO (of which the details are given below).FIPS is a derivative Standard evolved from ISO for Homeland Security Presidential Directive-12 requirement</p> <p>NIST , FBI IV QIS are also related to the above compliance requirement. – request to remove</p> <p>CBEFF: Common Biometric Exchange Formats Framework(CBEFF describes a structure and set of meta data elements necessary to support exchange of biometric information in a common way. The features of CBEFF are -Facilitates biometric data interchange between different systems or components -Promotes interoperability of biometric-based applications - request to remove</p> <p>ISO / IEC 19784/ 19875 / 19794</p> <p>A more recent and comprehensive evolution to the above standard is ISO 19794-2 & 19794-4</p>	Refer to the Revised annexure-II
----	--	--	--	----------------------------------

			<p>ISO/IEC 19794-2:2005 specifies a concept and data formats for representation of fingerprints using the fundamental notion of minutiae</p> <p>ISO/IEC 19794-4:2005 specifies a concept and data formats for representation of fingerprints used for the exchange and comparison of finger image data.</p> <p>We follow the above ISO standards. We can demonstrate using different scanners to show the same.</p>	
37	Page 33 Sensor Type - Annexure – II	Optical & Radio Frequency	Fingerprint technologies have been limited to optical and Radio frequency. Is there a reason for not considering other technologies?	Refer to the Revised annexure-II
38	Page 33 Serial No. 3 Sensor Area - Annexure – II	23mm x 23 mm	23mm X 23 mm is not a standard Single Fingerprint scanner area. Very few scanners will qualify.	Refer to the Revised annexure-II
39	Page 33 Serial No.8 Light Source- Annexure – II	Red LED	Why only Red LEDs are specified as light source?	Refer to the Revised annexure-II
40	Page 34 Serial No. 22 Annexure – II : Certification And Standards Supported	ANSI X9.84 or CBEFF(common biometric exchange format framework), NIST,USA ,FBI IV QIS ,FIPS 201 ISO/IEC19784/19875/19794	<p>Kindly clarify – FBI IV QIS? Does it mean FBI – PIV Certified scanner? Mentioned ISO Standards are different from each other and are for different purposes. All need to be complied or either of them?</p> <p>ISO 19875: is it a typing error as CBEFF is ISO 19785. Kindly clarify. NIST, USA. Please clarify if it means - NFIQ <3 for dry, wet, oily and stained fingerprints</p>	Refer to the Revised annexure-II

41	Page 35 Serial No: 24 – Operating Systems Support Annexure – II	Windows XP Professional Windows 7 Professional Windows XP Embedded Edition (Documentary proof should be submitted) Redhat Linux (Self certification is sufficient)	SDK works on Windows embedded systems . But it also need the In case of Windows Embedded System , support from the vendor of the Systems (like thin clients) is required to make suitable modifications . Hence no documentary proof can be given .	Refer to the Revised annexure-II
----	---	--	---	----------------------------------

Amendments/Addendum Made In RFP

	Clause	Part of the existing clause where changes are made	Amendment /Addendum
1	Clause 6 Payment Terms- A) Biometric Solution Hardware & Software (Except Facility Management Cost):	on delivery, installation and commissioning of Hardware, System Software etc.	AMMENDMENT: the term System Software has been replaced with Software.
2	Clause 17 Earnest Money Deposit		ADDENDUM: The Bank Guarantee should be valid for six months plus a claim period of fifteen days.
3	Clause 17 Bid Opening And Evaluation Criteria		ADDENDUM: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail. This shall be binding on all bidders.

4	Annexure II - MINIMUM HARDWARE SPECIFICATION –FINGER PRINT SCANNER		AMMENDMENT: "Annexure II Minimum Hardware Specification - Finger Print Scanner" is replaced with the revised "Annexure II: minimum Hardware Specification -Finger Print Scanner". All the bidders must comply with the technical specification mentioned in the Annexure II, failing which the bid is liable to be rejected.
5	Clause 4 A Consortium		AMMENDMENT:"may be restrictive" stands deleted from the clause
6	Clause 27 Uptime & Response Time	The selected bidder should ensure 98% uptime (single outage not greater than 1 (one) hour) for the biometric solution implemented at end-user level and 99.99% uptime (single outage not greater than 30 minutes) for the Biometric Solution implemented at the Central location (DC and DR) which shall be calculated on quarterly basis. The 'Uptime' is equal to total contracted hours in a quarter less Downtime. The 'Downtime' is the time between the time of report by The Bank and time of restoration of service within the contracted hours. 'Restoration' is the condition when the selected Bidder demonstrates that the solution is in working order and The Bank acknowledges the same. For SLA purpose a quarter will be treated as 90 days. If the Bidder fails to maintain guaranteed uptime on quarterly basis, Bank shall impose penalty. If the uptime for biometric solution is below 90% for the end-user or if the uptime is below 95% for the central location, The Bank shall have full right to terminate the contract under this RFP. The biometric solution offered by the bidder should have an end-to-end response time of less than 3 seconds. (Response time is the time taken for authentication of finger print at central database server and return of Finacle user id at the user terminal)	AMMENDMENT:The selected bidder should ensure 98% uptime (single outage not greater than 1 (one) hour) for the biometric solution implemented at end-user level and 99.99% uptime (single outage not greater than 30 minutes) for the Biometric Solution implemented at the Central location (DC and DR) which shall be calculated on daily basis. The 'Uptime' is equal to total contracted hours in a day less Downtime. The 'Downtime' is the time between the time of report by The Bank and time of restoration of service within the contracted hours. 'Restoration' is the condition when the selected Bidder demonstrates that the solution is in working order and The Bank acknowledges the same. For SLA purpose a day will be treated as 14 hours from 8:00 AM to 10:00 PM on all days including Sundays. If the Bidder fails to maintain guaranteed uptime on daily basis, Bank shall impose penalty. If the uptime for biometric solution is below 90% for the end-user or if the uptime is below 95% for the central location, The Bank shall have full right to terminate the contract under this RFP. The biometric solution offered by the bidder should have an end-to-end response time of less than 3 seconds. (Response time is the time taken for authentication of finger print at central database server and return of Finacle user id at the user terminal)

7	RFP Clause 17		Amendment: The finger print scanner offered by the bidder should comply with all the technical specification mentioned in the Annexure II. All other terms and conditions remains unchanged.
8	RFP Clause 28	The select bidder shall provide end-use and admin user training as per the requirement of the bank. Training for the first 1000 end-users and 10 admin users shall be provided at free of cost to the bank. The vendor should provide a per user cost which the Bank will use for subsequent training in the contract period.	AMMENDMENT:The selected bidder shall provide end user training at the branches at the time of enrollment. In case 100% registration in a particular branch could not be completed due to absence of the staff, the branch head to be adequately trained to handle the registration process on their own. During this process, all the 6 Finger Prints to be captured and stored with index number.For the central biometric solution admin training for 10 users should be provided at the central location. The above mentioned training should be provided by the bidder at no additional cost to the bank.
9	RFP Clause 5.26	One dedicated FM personnel should be available from 8.00 AM to 8 PM for 7 days in a week during the first year of warranty.	AMMENDMENT:One dedicated FM personnel should be available from 8.00 AM to 8 PM for 7 days in a week during the Contract period.
10	Annexure VIII - Table 1 Format For Commercial Bid	-	AMMENDMENT:Line items (rows) "6 Training for Admin Users" & "7 Training for a batch of 20 end users" stands deleted

REVISED ANNEXURE-II - MINIMUM HARDWARE SPECIFICATION –FINGER PRINT SCANNER				
Sl. No.	Description	Technical Specification	Compliance (Y/N)	Remarks, if any
1	Make & Model	to be specified		
2	Sensor Type	to be specified		
3	Image Resolution	Minimum 500dpi		
4	Minimum Platen Area	Minimum 12 mm (w) x 16.5 mm (h)		
5	Image Gray Scale	8 bit, 256 levels		
6	Image Compression (Enrolment)	Uncompressed images strongly recommended. For legacy reasons, lossless JPEG 2000 or WSQ compression accepted.		
7	Image Compression (Authentication)	JPEG 2000 compression recommended. Compression ratio to be less than 1:15		
8	Image Quality	High quality Image (NFIQ<=3) in dry, wet, dirt, oil & dry conditions		
9	FAR (False Acceptance Rate)	<=0.001%		
10	FRR (False Rejection Rate)	<=1%		
11	Power Supply	Via USB Interface		
12	ESD	>10Kv		
13	Interface	USB 2.0		
14	Image Capture Speed	<1 Second		
15	Minimum Operating Temperature	0-45 Degree Centigrade		
16	Humidity	0-90%		
17	Template Standard and Raw image	8 bit raw image; ISO 19794-2; ISO 19794-4, WSQ compression is desirable		
18	Operating System Support	Microsoft Windows 98/ME/2000/XP/Vista/windows 7 (Documentary proof should be submitted)		
		Windows XP Embedded Edition, Redhat Linux. (Self certification/Documentary proof should be submitted)		
19	Warranty	5 Year onsite comprehensive warranty		

NOTE: Please note that all the other terms & conditions mentioned in our RFP No. DIT/BM/528/2011-12 dt. 19.07.2011 will remain unchanged. We hope the above clarifications would definitely satisfy queries of all bidders and response would reach us on scheduled date and time as mentioned in the RFP.

Asst General Manager (IT)

Dated: 11.08.2011