

 LIC Of India, 2FA Section, IT-BPR Dept., 2nd Floor, Jeevan Seva Annexe, Santacruz (W), Mumbai-400054 Request for Proposal for Procurement of Fingerprint Biometric Scanner Devices (Ref: LIC/CO/IT-BPR/2FA/2022-23 dated 27/12/2022) Response to Pre-bid Queries Dated : 10/01/2023				
Sr.No.	RFP Document Reference (s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification (S)	Brief Details / Query in reference to the clause	LIC's Response
1	2.4 Activity Schedule Page 12	Last Date & Time for Bid Submission - 11/01/2023 1530 hours	Request to extend the bid submission due date for 1 week due to continuous Government holidays for us to prepare the competitive bid in line with the RFP.	Refer to Corrigendum - I dated 10/01/2023.
2	2.30.2 Stage 2 – Technical Bid Evaluation - Page 24	Proof of Concept: Bidders with the support of OEM who are shortlisted based on criteria as mentioned under bidder's qualification criteria of this RFP may have to demonstrate Proof of Concept (POC) of their Fingerprint Biometric devices compatible with existing biometric authentication solution in LIC in 10 individual client machines on different versions of Windows (10 and 11) and RHEL (7,8 and 9). The scope of the POC will be advised along with letter intimating short-listing of the vendor	kindly define whether integrator is from LIC side or third party vendor. As a Bidder responsibility defined as providing the Device driver & API interface for integrating with LIC Application which means the bidder has to provide development support & guidance.	There is third party vendor supporting LIC's 2FA biometric authentication solution.
3	2.30.2 Stage 2 – Technical Bid Evaluation - Page 24	Proof of Concept: D: LIC may engage the services of a suitable Information Security agency to test the devices found operationally convenient, and compatible for 1) live finger detection and rejection of gummy/fake fingerprints and 2) firmware-level encryption features.	As per now, the devices which are available in the market are of L0 device with the encryption option at application level, huge cost implies on the hardware level encryption. Request you to allow for application level encryption as well	Refer to Corrigendum - I dated 10/01/2023.
4	Eligibility Criteria - General - sl. No.4 Page 32	Bidder should have experience of minimum two years in providing the biometric fingerprint scanner devices	We request to amend the clause as :- Bidder/OEM should have experience of minimum two years in providing the biometric fingerprint scanner devices	No change in RFP conditions
5	Eligibility Criteria - Technical competence - Page 32	The bidder should have supplied at least proposed 1,000 fingerprint scanner/devices to any three organizations from : 1. Private sector company with a minimum annual turnover of 50 crores during 2021-22 or 2. PSU, Govt. Departments /autonomous bodies during last five years prior to the date of this RFP.	We request to amend the clause as : The bidder/OEM should have supplied at least proposed 1,000 fingerprint scanner/devices to any three organizations from : 1. Private sector company with a minimum annual turnover of 50 crores during 2021-22 or 2. PSU, Govt. Departments /autonomous bodies during last five years prior to the date of this RFP.	No change in RFP conditions

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6	5. Features of Fingerprint Biometric Scanner Devices & Pg.No.53 (Point no : 5 sub point : c)	Fingerprint Device should mandatorily have firmware-level encryption and Live Finger Detection capability.	Our proposed device model supports the Live Finger Detection capability. As per our information Firmware level encryption is part of L1 device and Current LIC Application Architecture is using Client level Encryption methodology using an Encryption key. -Suggest firmware level encryption can be optional, however it is not tested by STQC L0 device.	Refer to Corrigendum - I dated 10/01/2023.
7	5. Features of Fingerprint Biometric Scanner Devices - Page 53	5.1 Requisite Features of Finger of Fingerprint Biometric Scanner Devices C. Fingerprint Device should mandatorily have firmware-level encryption and Live Finger Detection capability.		Refer to Corrigendum - I dated 10/01/2023.
8	5. Features of Fingerprint Biometric Scanner Devices & Pg.No.54 (Point no : 5 sub point : c)	Schematic Diagram consist of Fingerprint Registration	Fingerprint Registration methodology and registration process flow may please be clarified by LIC.	Solution Flow Overview has been mentioned in Point No.5 of RFP
9	5. Features of Fingerprint Biometric Scanner Devices & Pg.No.54 (Point no :18)	NFIQ certification either at device level or extractor level, confirming to NIST standards (Copy of valid certificate)	Our device is certified by STQC/UIDAI. FRR, Minutiae compatibility and Minutiae standards, environmental testing, drop test all are comprehensive test by STQC. Hence individual parametres like NFIQ, PIV etc can be made as optional.	No change in RFP conditions
10	6. Project Timelines & Pg.No.55	Delivery of fingerprint scanner devices along with device drivers/client service	Request LIC to provide the delivery timeline for 8 weeks from the date of Purchase Order.	Refer to Corrigendum - I dated 10/01/2023.
		Installation of first 100 devices with integration with the existing solution. The vendor will provide single click client driver/service installers for Windows (Windows 10 and above) and RHEL (RHEL 7 and above) to LIC for installation of the remaining devices at various locations. 2 weeks from the date of delivery	Request LIC to give us a timeline of 3 weeks for this activity as this involves multilocation co-ordination.	Refer to Corrigendum - I dated 10/01/2023.
11	Point no : 7 sub point 7.1 - b Scope of work and Deliverables & Pg.No.55	b. Integration of the client service with the existing solution for authentication and enrolment. c. The vendor should ensure capturing the live template compatible to the enrolled template stored in the centralized server for finding out the matching result. d. The device/device drivers/Client service should work on the latest versions of common browsers viz., Firefox, Edge, Chrome. e. Support for continued compatibility of device/device drivers/client service with latest versions of windows and RHEL.	Fingerprint Registration methodology and Registration Process Flow may please be clarified by LIC.	Solution Flow Overview has been mentioned in Point No.5 of RFP

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12	9. Service Level Agreement (SLA), Penalties & Pg.No.56	Rs. 100/- per week (or part thereof)of delay per device beyond 4 weeks from the date of the respective purchase order subject to a maximum penalty of 10% of the amount of the respective purchase order.	Request the delivery period to be modified as 8 weeks from the PO date since it involves multilocation co-ordination.	Refer to Corrigendum - I dated 10/01/2023.
		Fingerprint Scanner Device failure, If stand-by device is not provided within three working days. - Rs. 50.00 per device per day of delay subject to a maximum of 100% of the cost of device.	Fingerprint Scanner Device failure, If stand-by device is not provided within a week. - Rs. 50.00 per device per week of delay subject to a maximum of 50% of the cost of device. Request amendment as above.	Refer to Corrigendum - I dated 10/01/2023.
13	10.1.2 Payment Schedule & Pg.No.58	AMC Payable Quarterly, in arrears, subject to production of invoice and deduction of penalties as per SLA and Taxes, as applicable.	AMC is only a minimal charge hence request amendment to pay 80% in advance and 20% to be paid after any reconciliation in the end of quarter.	No change in RFP conditions
14	Annexure-II Minimum Eligibility Criteria	The bidder should have supplied at least 1,000 fingerprint scanner/ devices to any three (i) private sector company with a minimum annual turnover of 50 crores per year or (ii) PSU, BFSI, Govt. Departments / autonomous bodies in the last five years prior to the date of this RFP.	Considering the size of the requirement, we request the department to increase the supplied quantity to a minimum 30,000 fingerprint scanner, to get capable and experienced bidders.	No change in RFP conditions

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15	Annexure – II: Minimum Eligibility Criteria and Bidder's details (Eligibility Criteria & Pg.No.33)	Whether the bidder holds a minimum of CMMI Level 3 Certification	Since this is a hardware tender, certification like ISO 9001:2015 for Manufacturing and support services and STQC certification will be relevant. CMMI is for Software Maturity model. CERT-In will be more appropriate than CMMI from Regulatory and Govt. of India / Meity perspective in India. a) The Capability Maturity Model Integration (CMMI) is a process improvement framework governed by the Software Engineering Institute (SEI) at Carnegie Mellon University (USA). CMMI is sponsored by the U.S. government (especially the U.S. Department of Defense). It is required by many U.S. Government contracts. The Capability Maturity Model (CMM) uses five software process levels of maturity to assess, develop, and improve the software development processes of an entity. - It is more to do with their internal process. b) CERT-In: This is a Certificate from Meity -GOI, it Ensures the application is free from OWASP issues and SANS issues, which ensures the application is free from vulnerabilities and threats. The list is not limited to Cryptographic Failures, Injection ,Security misconfiguration, Vulnerable and Outdated Components , Missing Authentication for Critical Function, Server-Side Request Forgery (SSRF), Improper Control of Generation of Code ('Code Injection') End user application must be secured, hence we underwent for Cert-in certification, which is from Gol. - Suggest clause to be amended for ISO 9001:2015 and STQC.	Refer to Corrigendum - I dated 10/01/2023.
16	Annexure IV (Eligibility Criteria & Pg.No.34)	The bidder should be capable of supplying the biometric fingerprint devices to all the places where LIC has its divisional offices.	Request to share the LIC's Divisional office location details	Details already shared in Annexure XII of RFP
17	Annexure-V Functional & Technical Requirement Pt.3	Whether the proposed Fingerprint Devices have firmware-level encryption and Live Finger Detection capability.	The necessary encryption mechanism is already available in RD service L0 Compliance SDK as per UIDAI guidelines ,hence firmware level encryption is not required ,kindly change this clause as not mandatory.	Refer to Corrigendum - I dated 10/01/2023.
		Whether the proposed devices are capable to capture the live template compatible to the enrolled template stored in the centralized server for finding out the matching result.	The necessary encryption mechanism is already available in RD service L0 Compliance SDK as per UIDAI guidelines ,hence firmware level encryption is not required ,kindly change this clause as not mandatory.	Refer to Corrigendum - I dated 10/01/2023.
		Whether the proposed Fingerprint Devices have firmware-level encryption and Live Finger Detection capability.	Our proposed device model supports the Live Finger Detection capability. As per our information Firmware level encryption is part of L1 device and Current LIC Application Architecture is using Client level Encryption methodology using an Encryption key. -Suggest firmware level encryption can be optional, however it is not tested by STQC L0 device.	Refer to Corrigendum - I dated 10/01/2023.

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18	Support Location		Request to add as below: Bidder should have support locations with respect to LIC's Locations wherever the device is to be delivered.	No change in RFP conditions
19	Certification		OEM should have ISO 9001:2015 and STQC Certificate	No change in RFP conditions.
20	Features of Fingerprint Biometric Scanner Devices		The device should have optical sensor. Optical Vs others: Optical - It has an high superiority while capturing biometric in UIDAI Standard. Since it uses an internal light source for capturing. Other scanners using different technology may be affected by external variables like heat, etc. Request to consider the Technical superiority of Technology used.	No change in RFP conditions.
21	Partnership Existence:		If the OEM is bidding through a partner the relationship of existence should be minimum of 2 years prior to the tender submission date.	No change in RFP conditions