

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001

Email: itdhw@pnb.co.in Tel: 011-23311452

Response to pre-bid queries of RFP for Selection of Vendor for Supply and Installation of Biometric Authentication Solution

Sr. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/ Suggestion/Remarks	Bank's Response
1.	10	3. SCOPE OF WORK:	7. The (MS Windows/MAC/Ubuntu/Solaris based) Client machines will be accessing the application through any web browser (Microsoft Edge, Internet Explorer Ver 8.0 and above, Mozilla Firefox, Google Chrome etc.) where the finger print devices are connected. The backend application will fetch the LIVE finger print information from the Client machines. The LIVE finger print information received will be compared with the respective finger print template stored in the database and send a "YES or NO" RFP for Empanelment of Vendor for Supply Installation & Maintenance of Biometric Authentication Solution response. Application should also be compatible with any other web browsers suitable to future technology like opera, Safari	We assume that devices used by the bank will support MS Windows / MAC / Ubuntu / Solaris bases OS. Kindly confirm.	Please be guided by RFP.

2	11	3. SCOPE OF WORK:	8. Hardware sizing shall be provided to ensure biometric authentication for concurrent users (1,00,000 users with 2% increase every year) during peak time for finger print verification. In case, the Hardware/Software installed is found to be insufficient, the bidder has to upgrade/ replace the same at NO EXTRA COST TO THE BANK. The bidder should ensure an uptime of 99.5% and Hardware and Software have to be sized accordingly	We understand that User base is 1 Lakh and Year on year growth in user is 2%. Kindly confirm. Further we assume that It is not 1Lakh concurrency support for the proposed solution.	It is clarified that details Already given separately in ANNEXURE- XV FUNCTIONAL & TECHNICAL SPECIFICATIONS A. TECHNICAL SPECIFICATIONS
3	11	3. SCOPE OF WORK:	17. The Successful Bidder will be required to provide onsite support for a period of Five years. Two qualified and experienced staffs should be deployed for trouble-free performance and supervision of on-site operation of the supplied Biometric Solution.	As per the RFP, it is expected that bidder to provide solution to PNB and its RRBs, in this regard we would like to inform bank that PNB has 9 RRBs, so cumulative it is 10 banks. Considering 10 banks 2 support staff would not be sufficient. Hence we request bank to increase the support staff to atleast 7 No's and amend the RFP accordingly.	Please be guided by RFP
4	12		21. Bidder should take backup of existing fingerprint and import in new solution offered without any additional cost	Kindly clarify the below points. In what format the current finger prints are available? If they are encrypted, then bank has to provide required details of decryption and decryption key. Only Standard ISO Finger Print formats can be migrated. Also as bank wants dedupe of Finger prints the FIR are required without which it is not possible to do dedupe.	Information will be shared with successful bidder.

5	12		20. Bank should at any point of time be able to integrate any number of applications with the biometric authentication solution as and when required. There should not be any application based licenses which limit the same. Vendor has to integrate the said application with the biometric authentication solution at no extra cost to the Bank.	Any integration with existing or new Application? If changes are required in the respective application then that remains out of scope for bidder and bank has to get it done with respective vendor/OEM. The cost of the same has to be borne by Bank.	Please be guided by RFP.
6	12		23. Bank is currently using Safran Morpho MSO 1300 E, Safran Morpho MSO 1300 E2 and IDEMIA MSO 1300 E3 Biometric scanners. Bidder shall design the biometric authentication system in such a way that it supports above devices along with other biometric scanners (fingerprint scanners, iris scanners, facial recognition etc), if procured by Bank in future. The bidder will co-ordinate with the device vendors for integrating above mentioned devices with to be provided biometric solution at no additional cost to the Bank.	We assume that bank will help us to get the required SDKs from the respective OEMs for seamless integration.	It is clarified that offered solution should have capability for integration with bank's existing and future solutions.
7	13		4. Customization of the application software, as and when required to be done by the bidder at no additional cost to the Bank including integration of new application with Biometric Attendance System.	Any integration with existing or new Application, if changes are required in the respective application then that remains out of scope for bidder and bank has to get it done with respective vendor/OEM. The cost of the same has to be borne by Bank.	Please refer Corrigendum, SN 4.
8			7. Biometric Attendance System needs to be integrated with Bank's Biometric Authentication System, HRMS and other applications on Real Time Basis.	This needs clarity " Biometric Attendance System needs to be integrated with Bank's Biometric Authentication System"	It is clarified that the functionality of Biometric Attendance should be integral part to be part of Offered Solution.

9	14		24. If there is any system upgrade in Bank's HRMS or any other application which is integrated with Biometric Attendance Solution, then it is vendor's responsibility to ensure that the integration with the above systems is provided without affecting the normal course of business.	This should be a well-coordinated work where the existing integration should not be disturbed by the respective application vendor.	It is clarified that Bidder has to do changes/ modification at their application level only. Bank's application related changes/ modification will be done by the Bank only.
10	14		15. Biometric Attendance System software needs to be installed by vendor in all the locations of Bank, if required.	The point needs clarity. It is contradicting with point No. 9 Scope of Work RFP.	Please refer Corrigendum, SN 1.
11	14		16. Bidder shall provide the MIS to Bank as per format decided by Bank. The system should support integrated MIS with minimum following reports Branch wise, Circle Wise, Zone Wise, Department wise and Bank as a whole a) Daily Attendance Report b) Machine wise attendance report c) Branch/ SOL Id wise attendance report d) Leave status report of employee e) Daily checkout report f) Employee Check in and Check out report g) Summary of late coming employees h) Attendance Summary Report i) Tracking of late coming, special duty, overtime etc. of employees across the Bank offices j) Other	This requirement is again Contradicting as bank expects bidder to provide Bio-Auth solution for 2FA. Whereas this clause is part of Attendance system. Kindly confirm it is a part of scope.	It is clarified that Bidder has to provide MIS from the all the data and fields which are captured and stored in the offered solution.

12	15		Background check: The resident engineer should hold a degree in B.E/ B.Tech in Computer Science/Electronics engineering/Information technology or MCA or M.Sc.(IT) or equivalent. Successful bidder has to conduct proper background check of the onsite support staff should submit BGV (background check verification document) in regard to compliance of Education Qualification, Certification, Experience and Police Verification from HR at the time of On boarding of resources to the Bank. The resource to submit Company ID Card and a copy of KYC at the time of joining of the project to the Bank.	We request bank to reduce the degree criteria to BCA, consider the nature of Job (Only Support).	Please be guided by RFP.
13	17		The successful bidder has to arrange One training for Bank's officials at Bank's agreed location without any additional cost during implementation period	We assume that training would be through online. Kindly clarify.	Please be guided by RFP.
14	17	4. INTERFACE AND INTEGRATION REQUIREMENTS	The Bidder is required to study the existing interface and making necessary changes to upgrade interfaces between the proposed Solution with the applications and systems mentioned below:- <ul style="list-style-type: none"> • Finacle - Core • Manual Data (Excel Files) • Data Ware house • Any others source not specified above 	We request bank to clarify what is the Manual Data (Excel Files)? Kindly elaborate on integration requirement here.	It is clarified that offered solution should support all standard integration methods which are compatible with the application.
15	18	5. INFRASTRUCTURE	The Application & Database should be sized for Active- Active cluster at DC & Active-Active cluster at DRC so that the solution and infrastructure can fall back on each other. DC - DR replication should be available as part of the solution so that in case of switch over the complete solution should seamlessly work.	We would like to inform bank that at one place in the RFP it is mentioned as Active-Active (Page No. 11, Point No. 6) and one place it is Active - passive. Needs clarity.	It is clarified that offered solution should support Active-Passive but hardware sizing to be provided by the bidder will be for Active- Active cluster at DC & Active-Active cluster at DRC.
16	37		Onsite Technical Support: The timings of onsite service support resource shall be from 10:00 AM to 06:00 PM at our Data Centre (presently at 5, Sansad Marg Building) during working days of the Bank. However, in case of any exigencies Bank may call	We would like to inform bank that, onsite support engineer cost cannot should not be clubbed with warranty period.	Please be guided by RFP.

			upon resources on non-working days/Holidays or beyond working hours as per Business Requirement of the Bank. If desired Bank can station the resources in Delhi/NCR as per requirement of the Bank. The bidder shall provide onsite technical during warranty period without any additional cost to the Bank. After warranty period the onsite support charges will be paid by bank cost at Sr No. 4 in Commercial Indicative Offer Finalized after Reverse Auction.	Request bank to amend the clause accordingly.	
17	57	Annexure-III Eligibility Criteria	The Bidder must have registered an annual turnover of Rs. 10 crore in previous three Financial years.	Considering the requirement and size of deployment, the bidder's experience on financial turnover should be increased for at least for 100 crore for last 3 Financial year, to have the sound financial support for the project deployment and services	Please be guided by RFP.
Sr. No	RFP page Number	RFP Clause Name & No.	RFP Clause	Bidder's Query/ Suggestion/Remarks	Bank's Response
1	10	Scope of Work: Biometric Authentication System (1)	The solution should include Application Software, 24*7 support etc.	As per our understanding, CBS and other application are accessed by bank during India bank working hours. Kindly change the support from 24x7 to Indian bank working hours.	Please be guided by RFP.
2	10	Scope of Work: Biometric Authentication System (3)	The (MS Windows/MAC/Ubuntu/Solaris based) Client machines will be accessing the application through any web browser (Microsoft Edge, Internet Explorer Ver 8.0 and above, Mozilla Firefox, Google Chrome etc.) where the finger print devices are connected. Application should also be compatible with any other web browsers suitable to future technology like opera, Safari.	Most of the device don't have drivers on OS like MAC and Solaris. Kindly exclude the same from Scope.	Please be guided by RFP.

3	11	Scope of Work: Biometric Authentication System (5)	Customization of the application software, as and when required to be done by the bidder at no additional cost to the Bank including integration of new application with Biometric Authentication System.	Each Application has different way to integrate, depending upon technology. Exact cost can be calculated based on integration method. Request bank to consider that integration of new application shall be considered as change request.	It is clarified that offered solution should have capability for integration with bank's existing and future solutions. Also Please refer Corrigendum, SN 4.
4	11	Scope of Work: Biometric Authentication System (5)	Customization of the application software, as and when required to be done by the bidder at no additional cost to the Bank including integration of new application with Biometric Authentication System.	Any customization after UAT shall be consider based on change request. Request you to consider the same.	Please be guided by RFP.
5	11	Scope of Work: Biometric Authentication System (5)	Customization of the application software, as and when required to be done by the bidder at no additional cost to the Bank including integration of new application with Biometric Authentication System.	Application provider will integrate their application based on API and document provided by vendor. No effort from vendor is needed. Kindly confirm.	Please be guided by RFP.
6			17. The Successful Bidder will be required to provide onsite support for a period of Five years. Two qualified and experienced staffs should be deployed for trouble-free performance and supervision of on-site operation of the supplied Biometric Solution.	Two resource needed to provide support in each shift (There are three shift in a day to support 24x7). Kindly confirm.	Please be guided by Corrigendum, SN 2
7	13	Scope of Work: Biometric attendance System (7)	Biometric Attendance System needs to be integrated with Bank's Biometric Authentication System, HRMS and other applications on Real Time Basis.	Kindly share the functionalities that need to be provided as part of integration with HRMS and other applications. Kindly share the name of such applications, their vendor names and version details.	Information and data will be shared with successful bidder.

8	14	Scope of Work: Biometric attendance System (17)	The solution should have the ability to interface with other third party solutions like emails/ SMS Gateway/PIM/Active Directory/ITMS etc without any additional cost to Bank	Kindly share the functionalities that need to be provided as part of integration. Kindly share the name of such applications, their vendor names and version details.	Information and data will be shared with successful bidder.
9	12	Scope of Work: Biometric Authentication System (23)	Bank is currently using Safran Morpho MSO 1300 E, Safran Morpho MSO 1300 E2 and IDEMIA MSO 1300 E3 Biometric scanners. Bidder shall design the biometric authentication system in such a way that it supports above devices along with other biometric scanners (fingerprint scanners, iris scanners, facial recognition etc), if procured by Bank in future. The bidder will co-ordinate with the device vendors for integrating above mentioned devices with to be provided biometric solution at no additional cost to the Bank.	Kindly Confirm if bank is looking for multi- model solution including IRIS and face? Does solution needs to include option for enrolment and authentication using iris and face modality?	It is clarified that offered solution should have capability for multi-model solution for enrolment and authentication using iris or face or any other modality and that desired model should have capability to integrate with bank's existing and future solutions.
10	12	Scope of Work: Biometric Authentication System (23)	Bidder shall design the biometric authentication system in such a way that it supports above devices along with other biometric scanners (fingerprint scanners, iris scanners, facial recognition etc), if procured by Bank in future. The bidder will co-ordinate with the device vendors for integrating above mentioned devices with to be provided biometric solution at no additional cost to the Bank.	In case of further requirement of Facial recognition and iris scanner, additional cost of device integration will be applicable, as per requirement. Kindly confirm.	Please be guided by Corrigendum, SN 3
11	12	Scope of Work: Biometric Authentication System (23)	Bidder shall design the biometric authentication system in such a way that it supports above devices along with other biometric scanners (fingerprint scanners, iris scanners, facial recognition etc), if procured by Bank in future. The bidder will co-ordinate with the device vendors for integrating above mentioned devices with to be provided biometric solution at no additional cost to the Bank.	Face can be captured using the user mobile phone by ensuring liveness detection (penetration attack certified with international accredited body). Will it be part of bank current requirement?	Please be guided by RFP.

12	12	Scope of Work: Biometric Authentication System (24)	The application shall not be dependent on OS or DB version and in case the OS or DB version is upgraded by Bank, bidder needs to upgrade the application without any additional cost to Bank.	Vendor can provide the solutions with current OS version that is supported for next 3 years (Warranty Support). In case of any change in OS architecture, solution need to be upgraded to make it compatible with same. Kindly exclude it from Scope during the AMC period.	Please be guided by RFP.
13	13	Scope of Work: Biometric Authentication System (4)	Customization of the application software, as and when required to be done by the bidder at no additional cost to the Bank including integration of new application with Biometric Attendance System.	Any customization after UAT shall be consider based on change request. Request you to consider the same. Also kindly share the list of new applications which will be integrated with attendance system.	Please be guided by RFP.
14	14	Scope of Work: Biometric Authentication System (16)	Bidder shall provide the MIS to Bank as per format decided by Bank. The system should support integrated MIS with minimum following reports Branch wise, Circle Wise, Zone Wise, Department wise and Bank as a whole a) Daily Attendance Report b) Machine wise attendance report c) Branch/ SOL Id wise attendance report d) Leave status report of employee	Kindly Confirm if leave will be captured in biometric attendance system or from HRMS system.	It is clarified that Bidder has to provide MIS from all the data which is captured and stored in the solution.
15	15	GENERAL ASPECTS IN SCOPE	The selected bidder should provide required software and licenses, including implementation / execution of the same within the stipulated time period. The Bidder should take care of all aspects of installation on existing set-up, de-installation, configuration, reconfiguration, enhancements, updates, version upgrades, migration, problem analysis, onsite, as well as off-site support, etc. to ensure smooth operations during and post implementation on perpetual basis.	Kindly be informed that any enhancements, updates, version upgrades and migration will be considered as change requests.	Please be guided by RFP.

16	15	GENERAL ASPECTS IN SCOPE	The successful bidder should assist in providing solution and implementation for all the audit points, EAPT/VAPT raised by Bank's internal/external team during the contract period, within the stipulated timelines, without any extra cost.	Vendor can provide the solution with the closure to all security, VAPT which will be identified in UAT. Vendor cannot identify future vulnerability that may require product code change. Kindly exclude the same form scope as it will include unlimited liabilities on vendor.	Please be guided by RFP.
17	15	GENERAL ASPECTS IN SCOPE	Management and maintenance of Biometric application operating system as well as install, upgrade/update security patches. Further vendor to assist in Integration of tool with SIEM solution, Active Directory (AD), Antivirus (AV), NAC/ WAF, An and other solutions procured by the Bank in future without any additional cost to the Bank.	Kindly share the functionalities that need to be provided as part of integration. Kindly share the name of such applications, their vendor names and version details.	Information and data will be shared with successful bidder.
18	15	GENERAL ASPECTS IN SCOPE	Bidder will have to comply with all the present and future provisions advisories of the Information Security Policy/ NCIIPC Guidelines/Guidelines of RBI, Respective Govt. Agencies and the Bank and provide such regulatory requirements at no additional cost to bank during the warranty and ATS/AMC period.	Vendor can provide the solution with points which will be identified in UAT. Vendor cannot identify future vulnerability that may require product code change. Kindly exclude the same form scope as it will include unlimited liabilities on vendor.	Please be guided by RFP.
19	17	Interface and integration requirements (4)	The Bidder is required to study the existing interface and making necessary changes to upgrade interfaces between the proposed Solution with the applications and systems mentioned below:- <ul style="list-style-type: none"> • Finacle - Core • Manual Data (Excel Files) • Data Ware house • Any others source not specified above 	Kindly confirm the requirement of interface with data ware house and any other source.	It is clarified that offered solution should support all standard integration methods which are compatible with the application.

20	13	Scope of Work: Biometric Attendance System (3)	The (MS Windows/MAC/Ubuntu/Solaris based) Client machines will be accessing the application through any web browser (Microsoft Edge, Internet Explorer Ver 8.0 and above, Mozilla Firefox, Google Chrome etc.) where the finger print devices are connected.	Most of device don't have drivers on OS like MAC, solaris . kindly exclude the same from scope.	It is clarified that Offered Solution should be compatible and accessible to the Client machines and for the browsers where the finger print devices are connected.
21	13	Scope of Work: Biometric Attendance System (4)	4. Customization of the application software, as and when required to be done by the bidder at no additional cost to the Bank including integration of new application with Biometric Attendance System.	Which new application will be integrated with attendance system?	Information and data will be shared with successful bidder.
22	13	Scope of Work: Biometric Attendance System	7. Biometric Attendance System needs to be integrated with Bank's Biometric Authentication System, HRMS and other applications on Real Time Basis.	kindly provide the functionality that needs to be provided as part of integration with HRMS and other application. Also mention the application, its vendor and version that needs to be integrated.	Information and data will be shared with successful bidder.
23	14	Scope of Work: Biometric Attendance System	16. Bidder shall provide the MIS to Bank as per format decided by Bank. The system should support integrated MIS with minimum following reports Branch wise, Circle Wise, Zone Wise, Department wise and Bank as a whole a) Daily Attendance Report b) Machine wise attendance report c) Branch/ SOL Id wise attendance report d) Leave status report of employee	Leaves will be captured in bank HRMS system or will be captured in attendance system?	It is clarified that Bidder has to provide MIS from the all the data and fields which are captured and stored in the offered solution.
24	14	Scope of Work: Biometric Attendance System	17. The solution should have the ability to interface with other third party solutions like e-mails/ SMS Gateway/PIM/Active Directory/ITMS etc without any additional cost to Bank	kindly provide the functionality that needs to be provided as part of integration. Also mention the application, its vendor and version that needs to be integrated.	Information and data will be shared with successful bidder.
25	14	Scope of Work: Biometric Attendance System	19. The application shall not be dependent on OS or DB version and in case the OS or DB version is upgraded by Bank, bidder needs to upgrade the application without any additional cost to Bank	Vendor can provide the solution with latest OS and DB version that is having valid support for next three year	Please be guided by RFP

				(warranty period). Any change in OS ,DB architecture require solution to be upgraded to make it compatible with same. Kindly exclude the same from scope during AMC period.	
26	17		<p>The Bidder is required to study the existing interface and making necessary changes to upgrade interfaces between the proposed Solution with the applications and systems mentioned below:-</p> <ul style="list-style-type: none"> • Finacle - Core • Manual Data (Excel Files) • Data Ware house 	What is the requirement for interface with data warehouse? Also mention the application, its vendor and version that needs to be integrated.	It is clarified that offered solution should support all standard integration methods which are compatible with the application.
27	34	2. DURATION OF CONTRACT	Bank will enter into contract with successful Bidder initially for a period of 7 years (3 years' warranty plus 4 years ATS/AMC) from the date of signing of SLA with option of further extension of contract for the period of maximum two (2) years in tranches of one (1) year each at the same rate and same terms & conditions, provided services of the bidder is satisfactory and at Bank's sole discretion.	Kindly consider that extension of contract is based on mutually agree rate and terms& conditions.	Please be guided by RFP.
28	38	10. SERVICE LEVEL	Vendor will have to guarantee a minimum uptime of 99.5%, calculated on a monthly basis. Application availability will be 99.5% on 24x7x365. The penalty will be calculated as per the details given below.	As per our understanding, CBS and other application are accessed by bank during India bank working hours. Kindly change the support from 24x7 to Indian bank working hours.	Please refer Corrigendum SN 2.

29	37	Future Integration and Customization	In case, there is requirement of integration of the solution with any existing or new software/web application etc., within one year of complete implementation (i.e. one year from sign-off of Go-Live of all modules), the same is to be done by the bidder without any cost to the Bank. Beyond the period of one year from sign-off, Customization cost will be paid as per the Commercial bid except for customizations required due to regulatory compliance and version upgrade as stated in General Aspects in Scope of RFP document. (Customization cost at Sr No. 6 in Commercial Indicative Offer Finalized after Reverse Auction).	Bidder cannot identify Project Scope that is not explicitly mentioned in scope of work. We request bank to consider the same on actuals commercials and remove the clause.	Please be guided by RFP.
30	40	12. WARRANTY	Free of cost version upgrade/customization will be done by bidder whenever new version of firmware/software is released or new requirements comes	Version upgrade and customization are part of change request. Request bank to modify the clause.	Please be guided by RFP.
31	42	14. UPGRADES AND UPDATES	The bidder shall be required to provide all future updates and upgrades for the proposed solution, software provided free of cost during contract period.	Any future updates and version upgrade will be considered as change requests. Request bank to modify the clause.	Please be guided by RFP.
32	7	GENERAL TENDER DETAILS: Point 7	Time for submission of technical supporting document (Hard Copy)	Considering the scope of RFP, request you to please extend the submission timeline, if possible.	Please be guided by RFP.
33	67	Performa for Indicative Commercial Offer	Perpetual Enterprises Licenses charges for entire solution irrespective of number of users and offices (License will be for fully used by Branches/Offices of PNB within/outside India, its sponsored RRBs and its subsidiaries within/outside India.	Does warranty cost needs to be included in licenses? Please confirm.	Please refer Corrigendum SN 5.
34	67	Performa for Indicative Commercial Offer	Onsite Technical Support (Yearly cost of one L1 resource to be deployed at PNB HO: ITD Sansad Marg)	Onsite support is given for 4 quantity. In scope, it is mentioned for 2 technical	Please refer Corrigendum SN 5.

				resources per year. Kindly clarify.	
35	67	Performa for Indicative Commercial Offer	Customization cost (in man days)(as and when required)	Do we need to provide customization cost for one man day?	Please be guided by RFP.
36	67	Performa for Indicative Commercial Offer (Point 10)	Bank will only pay the integration cost & no customization cost at application-end will be paid by the Bank	We assume that device integration and application integration cost are separate from this commercial. Please confirm if our understanding is correct.	Please be guided by RFP.
37	20	Clause 7 (Source Code Escrow Agreement)		Bidder will not be able to share the source code for escrow for third party and IP software. Request you to exclude the same from escrow.	Please be guided by RFP.
38	54	Clause 49 (Force Majeure)		Provided further that in case of delay of Services, which shall be solely decided by the Bank, the Bank shall not be held liable for non-performance of its obligations under the Agreement and the Bank shall have the right to terminate this Agreement without giving any further notice to the Vendor. Bank reserves the right to assign the work to other Vendor without any consequences and claims It is request to please delete this subclause and substitute the same with the following:	Please be guided by RFP.

				<p>"Performance/obligations of the Parties during force majeure event shall be excused. In the event the prolonged force majeure continues for a continuous period of more than 90 (ninety) days, then either party may terminate the Contract."</p>	
39			New Clause (Termination for Bank's Default)	<p>It is requested to insert a new Clause 23A after the existing Clause 23 in the following manner: "If the Bank 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, the Bank 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."</p>	Please be guided by RFP.

40			New Clause (Governing Laws and Jurisdiction	It is requested to insert a new Clause 27A after the existing Clause 27 in the following manner: "The Contract shall be governed by and interpreted in accordance with the laws of the India. This Contract shall be subject to jurisdiction of the courts of Delhi.	Please be guided by clause 28. DISPUTE RESOLUTION /ARBITRATION of RFP.
41	67	Performa for Indicative Commercial Offer (Point 10)	4. Onsite Technical Support (Yearly cost of one L1 resource to be deployed at PNB HO: ITD Sansad Marg	As the resources cost keep on increasing each year and will not be same for next seven years, request Bank to include 10% inflation for resources	Please refer Corrigendum, SN 5.
Sr. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/ Suggestion/Remarks	Bank's Response
1	57	ELIGIBILITY CRITERIA OF THE BIDDER, ANNEXURE III - page no. 57	The Bidder should have implemented Proposed/Similar Biometric Solutions in at least one Public / Private sector Bank with minimum 1000 branches, during last three years in India.	Request for the clause to be changed to number of user based "minimum of 10K users" instead of "Minimum 1000 branches	Please be guided by RFP.