



TECHNOLOGY MANAGEMENT DEPARTMENT

Ref: HO:TMD:PG:326:2011-12 Dt. 22.12.2011

Date: 25.02.2012

REF: Bid document for supply, installation and maintenance of 14000 biometric fingerprint scanners with SDK Dt: 22.12.2011

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S No	Section	clause	Query	Reply
1	4.5	4. DESCRIPTION AND SCOPE OF THE ASSIGNMENT : As per the existing architecture, Biometric finger print device will be attached to every system. Systems in the branches include thin clients and fat clients. Bidder should be able to provide Device/ authentication process compatible to thin clients also.	What are the thin clients used by Indian Bank? What are the operating systems installed on the thin clients?	The brands of Thin clients used : 1) HCL 2) Zenith 3) VXL 4) HP 5) Gigabyte All the above thin clients are loaded with Windows XP Embedded Operating System, 1GB IDE Flash Memory, 512 MB RAM and 1 GHz Processor speed.
2	4.7	Presently the Bank has implemented the process in more than 50 branches located in Chennai, Delhi, Mumbai and Kancheepuram Zones on a pilot basis. The application for biometric authentication is integrated with the CBS application. The fingerprint	As per RFP, Bank has requested for interoperability with existing pilot implementation. Please provide details of the solution, the device specifications, the standards followed, the integration methodology, the encryption schema etc.	Presently the Biometric Authentication is a module under the Core Banking software and the scanners and SDK provided during pilot solution is interfaced with the CBS software. Under the pilot implementation 1000(+) staff have been enrolled for Biometric Authentication. The prospective bidder should be able to interface with the



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		templates will be stored in the CBS Database which will be used for validating the user. The selected bidder should be able to provide inter-operability for verification of fingerprints.	The clause mentioned here says there is already a Biometric Authentication Solution implemented and integrated with CBS application on pilot basis. We request Indian Bank to clarify if the scope of this project also includes the developing of a Biometric Authentication Solution. Also can you please provide details of the currently implemented solution?	<p>CBS software (When the already enrolled staff is required to use the new device or when a staff enrolled using the new device operates from a branch using the previous device). Integration of the Device+SDK with the CBS application (B@ncs24) is the sole responsibility of the bidder. Request for interference from Bank will not be entertained.</p> <p>The device with SDK should conform to ISO standards as mentioned in the technical specifications.</p> <p>Scope of the project:</p> <p>The vendor should provide a client installer (dll) which is compatible to current and future versions of Windows (including server versions) CBS Application will invoke the .dll file (of the Biometric software) at the time of the user attempting to authenticate. The Biometric software should return value of size 800 characters (alphanumeric)</p> <p>On the AIX server side, the vendor should provide a file compatible to AIX</p>



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				(xxx.c program). The biometric templates obtained at the time of registration are stored in AIX server. The CBS application will call the compiled xxx.c for comparison of the stored value and the value obtained for authentication and give the return value as follows: '0' for success in comparison '1' for Comparison not successful '95' comparison successful but users are different '92' licence issue etc. As in the enrollment process, when fingerprint verification is done, only the fingerprint template is used in the comparison, not the actual image of the fingerprint. The details of the FP scanner used in the branches and the FP Matching engine will be provided at the time of calling for Proof of Concept.
			We request the Bank to provide details of the FP scanner used in the branches and the FP Matching engine at the CBS end.	
			Is the interoperability required only for the biometric templates captured as part of the pilot or with the overall pilot solution?	



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			Does the Bank already have the complete DC / DR Infrastructure (such as Server , Middleware, Database Solution, associated software) to host a biometric solution	Since the biometric fingerprint template is a part of CBS database, the question of having the complete DC / DR Infrastructure (such as Server, Middleware, Database Solution, associated software) separately for the Biometric solution does not arise.
			Does Indian Bank have future plans of integration with UIDAI?	Presently the solution is meant for internal use only. In future, the Bank will have to be bound by any mandate from the regulatory authorities for integration with UIDAI.
3	4.8	Raw images of fingerprints obtained at the time of enrollment of users should be stored as per regulatory requirements.	Please provide the details of the RBI Guidelines for data storage and transmission as indicated by the Bank.	The requirements are provided in the table and bulleted points below point No. 8.16 of technical specifications in Pg. 34.
4	Pg 10 4.10	The bidder will be required to provide Proof of Concept for the integration of algorithm with the CBS application and working of algorithm in Windows/ AIX environments and load testing and performance of Biometric fingerprint scanner and algorithm within 7 days of	Kindly state the Technical Evaluation terms Also, what are the SLA levels we have consider for restoration of services , at the Field Level and at the Central location?	Proof of Concept is to be done in test environment within 7 days of intimation from the Bank. Integration of the Device+SDK with the CBS application (B@ncs24) along with cost involved if any is the sole responsibility of the bidder. Request for interference from Bank will not be entertained.



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		intimation from the Bank. It will be part of Technical evaluation.		
5	Pg 12 5.2	5. QUALIFICATION CRITERIA FOR BIDDERS, The bidder should have been in existence in India for minimum of five years as on 31.3.2011.	The biometric industry is in a very nascent stage in India and has started developing recently thanks to the UIDAI project. If OEM wants to participate directly in this project, OEM will not be able to match five years direct existence in India (though OEM has operations in India and abroad). We request Indian bank to relax this point to encourage more participation	The clause remains unchanged.
6	Pg 12 5.4	Qualification Criteria for Bidder The bidder / Original Equipment Manufacturer (OEM) should have experience in project involving supply of minimum of 1000 nos. of Biometric fingerprint scanners and installation, configuration and maintenance of the same for access control to application. The details of such experience may be provided along with the name of the Organization, Year and Cost of the project, Contact person and Contact numbers. Copies of documents in support of these projects should be	Clause should have amendment in terms of permitting bidder to use experience of supply, installation of 1000 nos. of Biometric fingerprint scanners of Manufacturer as well. Distributor or reseller of Biometric Products should be permitted to bid as they Should be allowed to use the Manufacturer's experience letter. Normally large size contracts are covered by SLA and confidentiality laws in terms of exposing Names, Numbers, contracts copy sharing. in such case documents can not put or submitted. Such bids should be	The clause remains unchanged.



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		submitted. The details of these projects including site addresses, names and telephone numbers of persons to be contacted for reference purpose should be submitted as per the format given in Section9.4	technically permitted or this clause should be changed or removed.	PI refer amendment to Clause 8.1 of Technical Specifications in Pg. 34 of RFP
			Can the bidder be a preferred partner for the biometric scanner manufacturer with experience of deployments, servicing in India	
			Can the manufacturer be based outside India?	
			Can the original manufacturer be based outside India, while the premium partner (bidder) is an Indian company with local implementation experience?	
			As per the PQ requirements of the tender, 1000 such FP scanners should have been installed in India. Our principles, M/S Suprema-Korea, has got the same devices supplied abroad to various MNC banks. Is the same acceptable.	The clause remains unchanged



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			Alternatively, similar product of same OEM is used by us in our Time & Attendance /ACS terminals which are installed over 1000 to various clients , in India. Can the same be acceptable ?	The clause remains unchanged
			Can we give our OEM's Experience	The clause remains unchanged
7	Pg 12, 5.6	The bidder should be original manufacturer of product or premium partner of the equipment manufacturer/ software provider	Can the original manufacturer be based outside India, while the premium partner (bidder) is an Indian company with local implementation experience?	PI refer amendment to Clause 8.1 of Technical Specifications in Pg. 34 of RFP
8	pg 12 5.7	<i>The bidder shall submit a letter of undertaking that they have not at any time been blacklisted by the Central/ any of the State Governments in India or any Financial Institution in India</i>	Does it mean that the vendor should not have ever been blacklisted by the Central/ any of the State Governments in India or any Financial Institution in India or that the vendor should not be blacklisted by the Central/ any of the State Governments in India or any Financial Institution in India at the time of submission of the bid.	The bidder should not be in the black list of Central/ any of the State Governments in India or any Financial Institution in India at the time of submission of bid.
9	Pg 12 5.8	PROCESS CAPABILITY/ADHERENCE: The Bidder should have adequate personnel with qualifications from reputed institutions/ having adequate experience & expertise in the	In case of a premium partner like us, would the ISO standards for manufacturing still apply?	The clause remains unchanged



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		relevant field		
10	Clause 5.8 (pg 12) clause 5.6 (pg 12)	The Bidder should follow ISO/IEC 19794-4 standards prescribed for manufacture of biometric devices and RBI guidelines for data storage and transmission. The bidder should be Original manufacturer of product or the premium partner of the equipment manufacturer / software provider.	Clause 5.8 (pg 12) states that 'The Bidder should follow ISO/IEC 19794-4 standards prescribed for manufacture of biometric devices and RBI guidelines for data storage and transmission.' But clause 5.6 (pg 12) states that 'The bidder should be Original manufacturer of product or the premium partner of the equipment manufacturer / software provider.'	ISO/IEC 19794-4:2011 specifies a data record interchange format for storing, recording, and transmitting the information from one or more finger or palm image areas...- Information technology -- Biometric data interchange formats -- Part 4: Finger image data. PI refer Amendment to clause 8.1 of Technical Specifications in Pg.34,

Technical Specifications:

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1	Pg 34	Indian Bank is having a centralized environment and using Core Banking Solution B@ancs24. The architecture is built on...with end user clients running on Windows XP.	Can the Branch front-end application details be provided? What programming platform is the application developed on? Evidently, the branch front-end application would need to be changed to enable biometric incorporation into the	The branches access the centralised application over web. The application is developed on the .Net and COBOL platform. Except for the software related to scanner, any change in the front end will be taken care of at the time of



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			user authentication process. Will this activity be under scope of deliverable for the bidder?	interfacing with the B@ncs24 application. Yes
2	Pg 35 8.14	Requirements and specifications(part –i) Encryption of fingerprint template using unique foreign key should be available	Is this requirement related to transmission of fingerprint template or storage of fingerprint template? Please clarify: As per our understanding Indian Bank wants the template to be encrypted and decrypted at transmitting and receiving end through password key.	Transmission as well as storage should be in encrypted format.
3	Pg 34 8.3	8. REQUIREMENTS AND SPECIFICATIONS (Part – I), Image size 250x300(ppi)	The image size specified is very small and will not provide quality image needed for enrollment and authentication. We request you to change this requirement working to: Image Size should be minimum 250 X300 . This will also increase competition by allowing more OEMs to participate and benefit Indian Bank in turn. Why template size should not be mode and in which format this size is asked. Whether proprietary (Native), ISO or ANSI. This clause is Vender specific – Template size till 1024 or 2048 bytes should be allowed. Kindly change restriction on Template size since all	The specifications are as per RBI standards. The clause remains unchanged.



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4		Point 16:	<p>other parameters are defined.</p> <p>Banking application is not a forensic application. Certification asked EFTS/F refers to scanners which fall under forensic scanners. Where as requirement does not specify same. Instead of EFTS/F it should be changed to EFTS which is industry specific rather than application (Forensic) specific.</p> <p>We wish to clarify the following with respect to the specification of the Finger Print scanner.</p> <p>RBI Report of Working Group on Standard for Raw Images recommends the requirements of image acquisition parameters as a function of the image acquisition setting levels desired. This is as per ISO /IEC 1974-4 standard .(Reference-Para 3.7 of Working Group on Standard for Raw Images, December 2007)</p> <p>Accordingly , Setting level of 30 or 31 is normally deployed for applications in law enforcement agencies. The remaining levels are designed for commercial access control and verification systems.</p>	The Clause is unchanged.



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			A table of parameter specifications of different setting levels is given below. We have not gone for EFTS/F certification as it is applicable for law enforcement applications. A note supporting the same is given below	
5		The scanner driver should be API enabled to ensure compatibility with any application.	Fingerprint scanner works with SDK in either Windows or Linux platform and interoperable with any application. Please clarify if API means the SDK provided along with the device.	The clause is meant for integration with any other software which the Bank may decide to bring under Biometric Authentication.
6			Kindly specify any RBI guidelines related to biometric image acquisition and storage. Please provide details.	The requirements are provided in the table and bulleted points below point No. 16 of the Technical Specifications in Pg 34, Sec. 8 of RFP. For additional details pl refer RBI document.
7			Kindly clarify how intend to comply with RBI's guidelines for internal access by using only a biometric-based 2FA? Or the bank is expecting to install a separate solution for the same?	Outside the scope of this project
8			Has the bank considered protection of the biometric template from MITM, MITB, Malware etc. that could be installed on the user's PC which can steal the biometric template? Or the bank is expecting to install a separate solution for the same?	Outside the scope of this project



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9			Has Bank made considerations in the proposed RFP for mutual authentication (i.e. not just one way) to be ensured between the proposed Biometric device with the Authentication server?	Outside the scope of this project

It may please be noted that this Notice-5 forms part of the RFP document and copies of the RFP document , Notice -1,Notice -2 and Notice -3 Notice -4 and Notice-5 are to be used as Tender Document and submitted as such duly signed by the vendors' authorized official on each page. All the vendors are requested to please note accordingly.

ASST. GENERAL MANAGER (TMD)

INDIAN BANK