

**Tender reference no.: D-21012/2/2011-C&G, dated 13<sup>th</sup> February 2014**

**Corrigendum to Request For Proposal (RFP) for Selection of agency for implementation and maintenance of access control system for airports**

<b>S No.</b>	<b>Section</b>	<b>Page No.</b>	<b>Para / Clause no.</b>	<b>Modified clause</b>
1	Corrigendum #1 Annexure A	5	-	Please refer Annexure A to this corrigendum for revised pre-qualification criteria
2	Date corrigendum dated 15 April 2014	-	-	Revised bid submission date: 23 May 2014
2	Section II	14	23.6.6	Please refer Annexure B to this corrigendum
3	Annexure C to Section V	Sheet 3.7	S No. 3	Card Reader specification modified as:  Bidder to provide PC/SC Driver and CT-API Driver Support

## Annexure A

### Updated Clause 23.5 of Section II of the RFP : Pre Qualification criteria for an SI (System Integrator)

Pre-Qualification Condition	Proof Document Required
Bidder should be in operation in India for a period of at least 5 years as on 31-03-13	Certificate of Incorporation issued by the Registrar of Companies
Bidder should have annual turnover of minimum INR 100 crores in each of last three financial year (ending 31st March 2013 ) accruing from System Integration (excluding supply of hardware servers, components, devices, etc), development of IT applications areas and Application Maintenance services	Duly certified statement from their appointed statutory auditor for the years 2010-11, 2011-12 and 2012-13 indicating the amount of turnover during these years
Bidder should have experience in last three years of working on at least one project which includes system integration services covering software design, development, maintenance and operations etc. in <b>India or abroad</b> of value not less than <b>INR 20 crores</b>	<p>Purchase Order / Work Order / Completion certificate from client</p> <p>The last three years will comprise of periods counted from FY 2010-11 onwards</p> <p>Completion Certificate would be preferred. Purchase Order / Work Order being submitted should be at least 6 months old at the time of bid submission.</p>
Bidder should have minimum of CMMi Level 3 certification or above	Copy of valid certificate issued to Bidder by respective agencies
Bidder should have experience in last three years of working on at least one project which includes biometric solution (covering authentication, data capture and storage).	<p>Purchase Order / Work Order / Completion certificate from client</p> <p>The last three years will comprise of periods counted from 2010-11 onward</p> <p>Completion certificate would be preferred.</p>

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<b>Pre-Qualification Condition</b>	<b>Proof Document Required</b>
Bidder shall not be under a declaration of ineligibility / banned / blacklisted by any other State or Central Government / any other Government institutions in India as on last date of submission of the Bid or convicted of economic offense in India for any reason	Declaration by the authorized signatory
Bidder Should have at least <b>100</b> full time professionals on its rolls	Certificate by the Statutory Auditor or Company Secretary of the firm or Human Resource (HR) Head
Bidder should have its own support centers or office in Delhi /NCR	List of office (s) and support centers in Delhi /NCR

## Annexure B

Stage II Technical Evaluation shall be based on the following parameters and associated weightages:

Technical Evaluation Parameter	Max. marks	Percentage of total	Qualifying marks
<b>Company profile</b>	<b>1000</b>	<b>10%</b>	<b>700</b>
<b>Average cumulative turnover from system integrator services in last 3 years i.e. 20010-11, 2011-12 and 2012 – 13 (Turnover in INR Crores)</b>	<b>1000</b>		
<i>Greater than INR 500 crore</i>	1000		
<i>Between INR 300 - 500 crore</i>	900		
<i>Between INR 200 - 300 crore</i>	800		
<i>Between INR 100 - 200 crore</i>	750		
<b>Relevant Experience</b>	<b>2000</b>	<b>20%</b>	<b>1400</b>
<b>Prior experience as system integrator for software design, development operations complete customization and maintenance in India or abroad in past 5 years with respect to 31 March 2013. Please provide maximum of 5 credentials with project value greater than INR 10 crore.</b>	<b>500</b>	<b>25%</b>	
<i>+ 1 credential in aviation sector</i>	50		
<i>5 credential</i>	450		
<i>4 credential</i>	400		
<i>3 credential</i>	300		
<i>2 credential</i>	200		
<i>1 credential</i>	100		
<b>Prior experience of working with Government/PSU clients as system integrator in India with project value more than INR 20 crores (including software design, development complete customisation and implementation) in past 5 years with respect to 31 March 2013.</b>	<b>1000</b>	<b>50%</b>	
<i>5 credential</i>	1000		
<i>4 credential</i>	900		
<i>3 credential</i>	700		
<i>2 credential</i>	500		
<i>1 credential</i>	400		
<b>Prior experience of implementing biometric solution (covering authentication, data capture and storage) and/or smart card personalisation and issuance in India or abroad in the last 5 years with respect to 31 March 2013. Please provide maximum of 5 credentials.</b>	<b>500</b>	<b>25%</b>	
<i>5 credential</i>	500		
<i>4 credential</i>	400		
<i>3 credential</i>	300		
<i>2 credential</i>	200		

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<b>Technical Evaluation Parameter</b>	<b>Max. marks</b>	<b>Percentage of total</b>	<b>Qualifying marks</b>
<b>Solution proposed</b>	<b>3000</b>	<b>30%</b>	<b>2100</b>
<b>Solution proposed and demonstration of understanding of requirements</b>	<b>1000</b>		
<i>Understanding of Requirements</i>	200		
<i>Adequacy of proposed solution and the methodology and its integration with work plan</i>	200		
<i>Technologies used</i>	150		
<i>Operations &amp; maintenance support plan</i>	300		
<i>Challenges &amp; mitigation plan</i>	150		
<b>Compliance to FRS (Please refer to annexure A to section 5)</b>	<b>500</b>		
<b>Deployment Architecture</b>	<b>1000</b>		
<i>Adequacy of proposed hardware solution and fall back strategy</i>	500		
<i>Adequacy of proposed security solution</i>	500		
<b>Project Work Plan</b>	<b>500</b>		
<i>Timelines</i>	100		
<i>Resource assignment</i>	100		
<i>Dependencies</i>	100		
<i>Milestones</i>	200		
<b>Presentation</b>	<b>1000</b>	<b>10%</b>	<b>700</b>
<b>Quality of Presentation</b>	<b>1000</b>		
<i>Coverage of understanding of requirements, proposed solution, relevant experience and proposed team</i>	600		
<i>Clarity of responses</i>	200		
<i>Participation from relevant personnel and senior management in the presentation</i>	200		
<b>Manpower Proposed</b>	<b>3000</b>	<b>30%</b>	<b>2100</b>
<b>Project Director</b>	<b>300</b>		
<b>Qualification</b>	<b>100</b>		
<i>B.Tech / B.E/ MCA</i>	100		
<b>Past Experience</b>	<b>200</b>		
<i>15+ years</i>	200		
<i>12+ years</i>	150		
<i>9+ years</i>	100		
<b>Project Manager</b>	<b>500</b>		
<b>Qualification</b>	<b>200</b>		
<b>Certification</b>	<b>50</b>		
<i>Relevant certificate (PMI)</i>	50		
<i>No certificate</i>	0		
<b>Education</b>	<b>150</b>		
<i>B.Tech / B.E/ MCA</i>	150		
<b>Past Experience in large ICT application development &amp; implementation</b>	<b>300</b>		
<i>10+ years</i>	300		

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<b>Technical Evaluation Parameter</b>	<b>Max. marks</b>	<b>Percentage of total</b>	<b>Qualifying marks</b>
8+ years	200		
6+ years	100		
<b>Solution architect (Software)</b>	<b>500</b>		
<b>Qualification</b>	<b>200</b>		
<b>Certification</b>	<b>50</b>		
Relevant certificate in proposed technology/ solution	50		
No certificate	0		
<b>Education</b>	<b>150</b>		
M.Tech. in IT or comp.sc.	150		
B.Tech / B.E in IT or comp.sc. / MCA	100		
<b>Past Experience in large ICT application development &amp; implementation</b>	<b>200</b>		
10+ years	200		
8+ years	150		
6+ years	100		
<b>Past Experience in biometric/smart card based solutions</b>	<b>100</b>		
<b>Solution architect (Network &amp; security)</b>	<b>500</b>		
<b>Qualification</b>	<b>200</b>		
<b>Certification</b>	<b>50</b>		
Relevant certificate (CCNA/ CISA/CISSP etc.)	50		
No certificate	0		
<b>Education</b>	<b>150</b>		
M.Tech. in IT or comp.sc.	150		
B.Tech / B.E in IT or comp.sc. / MCA	100		
<b>Past Experience</b>	<b>300</b>		
10+ years	300		
8+ years	200		
6+ years	100		
<b>Solution architect (Hardware/ infrastructure)</b>	<b>500</b>		
<b>Qualification</b>	<b>200</b>		
<b>Certification</b>	<b>50</b>		
Relevant certificate	50		
No certificate	0		
<b>Education</b>	<b>150</b>		
M.Tech. in IT or comp.sc.	150		
B.Tech / B.E in IT or comp.sc. / MCA	100		
<b>Past Experience</b>	<b>300</b>		
10+ years	300		
8+ years	200		
6+ years	100		
<b>Business Analyst – 1</b>	<b>250</b>		

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<b>Technical Evaluation Parameter</b>	<b>Max. marks</b>	<b>Percentage of total</b>	<b>Qualifying marks</b>
<b>Qualification</b>	<b>100</b>		
<i>B.Tech / B.E. in comp. sc .or IT+ MBA</i>	100		
<i>B.Tech / B.E. + MBA</i>	50		
<b>Past Experience as Business Analyst in IT industry (Quality &amp; Relevance)</b>	<b>150</b>		
<i>8+ years</i>	150		
<i>7+ years</i>	100		
<i>6+ years</i>	75		
<b>Business Analyst – 2</b>	<b>250</b>		
<b>Qualification</b>	<b>100</b>		
<i>B.Tech / B.E. in comp. sc .or IT+ MBA</i>	100		
<i>B.Tech / B.E. + MBA</i>	50		
<b>Past Experience as Business Analyst in IT industry (Quality &amp; Relevance)</b>	<b>150</b>		
<i>8+ years</i>	150		
<i>7+ years</i>	100		
<i>6+ years</i>	75		
<b>Master trainer</b>	<b>200</b>		
<b>Qualification</b>	<b>100</b>		
<i>Graduate in IT or computer science</i>	100		
<i>Any other graduate degree</i>	0		
<b>Past Experience as trainer in IT industry</b>	<b>100</b>		
<i>8+ years</i>	100		
<i>6+ years</i>	80		
<i>4+ years</i>	50		
<b>Total Marks</b>	<b>10000</b>		<b>7500</b>

Pre-bid query clarifications

SN	Clause No.	RFP Content	Suggestion / Amendment / Request from Bidders	Response
1	Corrigendum #1 Annexure A	Bidder should have experience in last three years of working on at least one project which includes biometric solution (covering authentication, data capture and storage) AND Bidder should have experience in last three years of working on at least one project which includes smart card personalisation and issuance in India or abroad	Bidder should have experience in last three years of working on at least one project which includes biometric solution (covering authentication, data capture and storage) <u>AND / OR</u> Bidder should have experience in last three years of working on at least one project which includes smart card personalisation and issuance in India or abroad	Modification: Bidder should have experience in last three years of working on at least one project which includes biometric solution (covering authentication, data capture and storage)
2	Section 2 Instruction to Bidder Clause 26.6.6 (Evaluation Criteria)	Prior experience in aviation sector as system integrator for software design, development operations complete customisation and maintenance of airport / aircraft operations / government department in aviation sector in India or abroad in past 5 years with respect to 31 March 2013. Please provide maximum of 5 credentials with project value of INR 5 crore	Prior experience in aviation sector as system integrator for software design, development operations complete customisation and maintenance of airport / aircraft operations / government department in aviation sector in India or abroad in past 5 years with respect to 31 March 2013. Please provide maximum of 5 credentials with project value of INR 5 crore <u>OR</u> a single credential of more than 25 crore	Clause modified. Please refer corrigendum
3	Corrigendum Dared 15 April 2014	Extension of Bid opening and Bid Submission dates to 25 April 2014	We request BCAS to extend submission deadline as 23 May 2014.	Bid submission to be extended for 3 weeks post issuance of corrigendum
4		1. Card Reader specification : PC/SE given shouldn't it be PC/SC.		Modification: Bidder to provide PC/SC Driver and CT-API Driver Support
5		2. LAN cabling requirement. No of terminating points/approx area of bCAS offices etc for estimating LAN cabling requirement.		Clarification: The terminating point estimated per RO is 8-10 which may be or may not be on multiple floor of BCAS regional office building.
6		3. Waiver of EMD is being requested (here and separately) as CDAC is a govt entity		DIT guidelines are silent on the issue. For PSUs, BCAS may allow a Corporate Guarantee (CG) instead of a BG for EMD
7		4. EMS solution – what all resources are to be catered by the solution		Clarification: Bidder to cater for all the resources proposed by the Bidder as part of the solution
8		5. Is there existing DC –DR set up at BCAS		Clarification: There is no existing DC - DR setup at BCAS for this project
9		6. Single Sign on- any existing single sign on system is available at BCAS		Clarification: There is no existing single-sign system at BCAS
10		Please clarify the 'common software requirements' specifications mentioned under Annexure B are for which application ?		Clarification: The common software requirement specified under Annexure B are applicable for all applications under this RFP scope
11		Extension of due date of submission of tender by 3 weeks as the time is not sufficient to collect the relevant inputs.		Bid submission to be extended for 3 weeks post issuance of corrigendum
12		Requirement of either CMMI certification or ISO certification may be accepted for the eligibility criteria		Modification: Bidder should have minimum of CMMI Level 3 certification or above
13		Exemption from payment of EMD be accepted as ECIL being a PSU under Department of Atomic energy.		DIT guidelines are silent on the issue. For PSUs, BCAS may allow a Corporate Guarantee (CG) instead of a BG for EMD



Pre-bid query clarifications

SN	Clause No.	RFP Content	Suggestion / Amendment / Request from Bidders	Response
14	Pg 13, Figure 2: Access Control solution architecture overview	Capability of system for deduplication of fingerprint biometric images using deduplication technology	As we understand that BCAS department has remove the checking of fraud, blacklisted employee through biometric checking and will use demographic information for de-duplication checking through Aadhaar database as Aadhaar database can be access only identification of a person but you cannot blacklist any person unless you don't have separate de-duplication engine tool for verify the same. We request BACS that department has to maintain their own database for their employee database for permanent and contractual both initially. We strongly recommend that biometric is highly secure mechanism for identification and BACS should consider only biometric fingerprint template for verification and identification of person as per their records to	Recommendation noted
15	General Comment		We request department to consider initial enrolment of employee in ISO template and allow only those biometric enrolment devices which are FBI, STQC certified. BACS also check that the extractor which will be use by respective System Integrator in their application for initial enrolment should be MINEX compliant and should be listed on National Institute of Standard and Technology (NIST) for interoperability so that BACS should not depend upon any OEM specific algorithm.	Recommendation noted
16			AAA Server. DO we actually need it?	Clarification: AAA Server is required for two factor authentication as it should provide authentication services to all the users connecting to the network, should enforce security policies on the end work stations.
17			The whole requirement of mailing solution is not understandable. As per our understanding BCAS needs a mechanism where emails and sms's can be sent to relevant people at every workflow junction. The mailing solution required in the document is more of Microsoft Office type of solution.	Clarification: BCAS's existing Mailing solution would be integrated with the application layer for exchange of information and it would be possible to move emails to Document Management System.
18	Enterprise workflow management/Content Management System		EWM.REQ.001 – What's the need for web based GUI for workflow design. Our proposed solution is fully graphical workflow definition tool. It is not currently web-based.	Clarification: The work flow depends on AEP policy by BCAS which is dynamic in nature and in future the external stakeholders may be require to ammend / alter the workflow hence web based GUI interface may be
19	Enterprise workflow management/Content Management System		EWM.REQ.005 - The module shall store process models in a structured repository in "draft", "final" and "approved" (or equivalent) modes. Do not understand the need for this. Should be removed other we will be non-compliant on this.	Tender clause prevails
20	Enterprise workflow management/Content Management System		EWM.REQ.006 - The module's workflow engine shall support both Task driven and goal driven process descriptions. No need for this for BCAS although we can support Task driven process descriptions only.	Tender clause prevails

Pre-bid query clarifications

SN	Clause No.	RFP Content	Suggestion / Amendment / Request from Bidders	Response
21	Document Management System		DMS.REQ.008 - The interface shall allow users creation, editing and management of virtual or compound documents. The system shall provide the features to link any type/ format of documents while providing capabilities to automatically update the version of the linked document	Clarification: The capability is required to automatically update the version of the linked document whenever the original is updated.
22			Anti-Virus Solution. Not sure why and for what this is needed. The requirements AVS.REQ.XXX are not in-line with the BCAS use cases.	Clarification: Antivirus solution is proposed for the server's, desktops those part of this solution
23	Pre Qualification Criteria :	"Bidder should be in operation in India for 5 Years"	BIDDER SHOULD BE A "FULLY OWNED INDIAN BUSINESS UNIT" in Operation in India for atleast 5 Years. : Proof Document : Certificate of Registration in India and a Certificate from Chartered Accountant / Company Secretary confirming 100% Ownership by Indian National/s.	Tender clause prevails
24		"Bidder Should have annual Turnover of INR 100 Cr. in each of Last three financial Years".	" BIDDER SHOULD HAVE ANNUAL TURNOVER OF INR 20 Cr in each of last 3 Financial Years ending March 2014.	Tender clause prevails
25		"Bidder should have certification of ISO 9001:2000 and CMMI Level 3"	"Bidder should have certification of ISO 9001:2008 OR CMMI Level 3"	Modification: Bidder should have minimum of CMMI Level 3 certification or above
26			BID SUBMISSION DEADLINE : We request you to kindly allow a 3 Weeks Extension in the Bid Submission Deadline.	Bid submission to be extended for 3 weeks post issuance of corrigendum
27			This project involves the integration of Various Software applications into one application which is not possible by a single system integrator hence we would request you to allow the consortium in this RFP. By allowing consortium BCAS will get more of technically and financially competitive	Clarification: Consortium shall not be allowed.
28			Request to take a proof of concept as the project is sensitive and technical in nature	Clarification: Proof of Concept is typically required for a new technology and not for a well established system.
29			Content management System is mentioned in Scope of work but not in Annexure B	Clarification: Please refer Annexure A - Functional Requirement Specification for Content management features
30			Single sign on is mentioned in Scope of work but not in Annexure B	Clarification: Single-sign on related features are provided in Annexure B, sheet name: 2.6 Common Software requirements
31	Corrigendum - Annexure E , Corrigendum page 10 of 21 Section 6.2.2	Table - Row No:8 - This refers to the smart card personalization printer	What does the word personalization mean? We understand that this printer will be used to print passes as per pass design and this printer will not be used to write information into the card and this will be done by a separate device which is mentioned as Tag personalization device in section 5, sub section 4.2 - functional architecture (page 17 of section 5) and page 157 of the RFP.	The personalisation printer shall write information to the card where as the Tag personalisation printer shall be used for vehicle tagging
32	Corrigendum - Annexure E, Corrigendum page 15 of 21 Section 6.2.4	Table - Row No: 3, 4,5- This refers to the SAN storage , SAN switch and Tape Library	Since these will be procured and provided by BCAS the bidder can face problems integrating the same with servers and the solution and hence a request is made to BCAS to amend the clause "that BCAS will provide the same in consensus with the bidder so that there will be no integration and configuration challenges during implementation stage". Also as per the corrigendum page 13 – note corresponding to super fix 3 relates only to SAN storage and hence should we consider pricing for SAN switch and Tape library? Or is this a typo error? Also we understand that the Tapes will be used for archival data –please clarify.	No change in clause. Please refer Annexure E of the corrigendum for clarity on pricing components. Superscript to be read as 2 i.e. these equipment not to be provided by the Bidder  Tape library to be used for archival

Pre-bid query clarifications

SN	Clause No.	RFP Content	Suggestion / Amendment / Request from Bidders	Response
33	Section V, Section 4.2.1	Inventory Management System	1 ) Does the inventory management have to include all details of all smart card across all issuance centers and SAM readers of all airports? Apart from this we understand that we will have to maintain asset records of hardware, software, OS license details however <u>we would like to know</u> if we need this inventory management module to track assets related to scope and components of this project (BCAS HO, RO's, NIC/ NICNET only) <u>or</u> whether BCAS will use this to maintain all their assets across all airports (i.e. assets in airports managed by AAI & Private airport	Clarification: The inventory management module is required to track and manage assets related to RFP scope and components of this project (BCAS HO, RO's, NIC/ NICNET) and Smart Card, SAM across all airports.  Yes this will be used to issue, track and audit these assets during the course of the engagement
34	Section V Section 6.1.1	Facilitate data upload to application from external sources / applications , as required	Currently <u>AEPAS application</u> submission on the BCAS website provides access to page where application submission happens however <u>we would like to know whether BCAS will continue to use this web app</u> (AEPAS) and at the backend this will be routed to the newly developed system database or the newly developed system front end web page will be used to capture the info and dump it into the database?	Clarification: BCAS intends to develop a new system for ACS and use it for the purpose of pass enrolment, issuance and management
35	Section V, Section 6.1.	Facilitate data upload to application from external sources / applications, as required	Currently <u>User registration</u> on the BCAS website provides access to page where user registration happens however we would like to know whether BCAS will continue to use this web app and at the backend this will be routed to the newly developed system or the newly developed system can provide a front end web application will all fields for user registration?	Clarification: BCAS intends to develop a new system for ACS and use it for the purpose of pass enrolment, issuance and management
36			Currently BCAS is issuing 1-3 days passes, 3 month passes and 1 year passes -We understand the access cards only will be issued to 3 month pass holders and 1 year pass holders. Online application submission will happen for all types of passes - request confirmation on the points.	Clarification: Online application submission will happen for all types of passes . Please refer FRS provided in the RFP for details.

Pre-bid query clarifications

SN	Clause No.	RFP Content	Suggestion / Amendment / Request from Bidders	Response
37		SCOSTA & SCOSTA - CL Operating system & Key Generation.	The RFP in many sections within section 5 mentions SCOSTA protocol - Since the cards will be written with data such as biometric templates and other data along with the public keys using the SCOSTA encryption technique Please confirm whether our understanding is correct.	Clarification: Yes. Any reference to SCOSTA in RFP and any of its corrigendum to be read as SCOSTA-CL.  SCOSTA cards will be written with data such as biometric templates and other data along using the SCOSTA encryption technique
38			however access Control systems available in the market today are not compliant with this technology - device drivers will have to be developed for readers by all access control vendors in the Indian Market.	SCOSTA complies with ISO standards and thus device drivers should not be an issue
39			1) Please provide more information pertaining to SCOSTA & SCOSTA CL process and this is a dependency for the entire solution roll out and these external systems or environmental conditions will impact commissioning tests for the entire system and hence there should be a process listed in the tender to handle /mitigate the risk posed by the external systems or environmental conditions and also there should be a envisaged plan for the external systems Roll out captured in the Tender for all bidders to fit them in the master plan which they will submit to BCAS otherwise the project Plan will not be justified.	Clarification: Relevant details and objective of SCOSTA-CL process have been provided in the RFP.  More SCOSTA-CL details available on scosta.gov.in website
40			2) Also CKGA & RKMA will generate the keys and this will be used during the card production process and the public keys will be stored in an encrypted form in the cards and also in the SAM memory : <u>Please confirm whether our understanding is correct.</u>	Clarification: Yes
41			and we understand that only with the use of the keys all readers will be able to read information from the card - require more information on this as this whole piece of SCOSTA & Key Generation and an envisaged plan for roll out which we can fit into the Master Project Plan which we will submit to BCAS.	Clarification: Yes
42			3) Currently BCAS is using and issuing <u>HID corp. 1000 cards</u> and since the new set of cards will have to be compliant with SCOSTA - We would like to know when BCAS will start issuing these cards - Need more information and an envisaged plan for this roll out released as a corrigendum for better clarity and planning.	Clarification: The new system designed as part of this tender will be used for card enrolment, issuance and maintenance

Pre-bid query clarifications

SN	Clause No.	RFP Content	Suggestion / Amendment / Request from Bidders	Response
43			<p>4) Also introduction of a clause into the RFP is requested mentioning that delay caused due to these supporting solutions/external systems built around this RFP will not affect the solution provider and extension of time and cost for resources will have to be borne by those respective agencies /BCAS i.e. The additional time and Cost will mutually be agreed between purchaser, bidder and other stake holders and this is very much required for successful roll out of the project within timelines.</p>	<p>Clarification: No change. Please refer corrigendum for payment milestones and timelines.</p>

Pre-bid query clarifications

SN	Clause No.	RFP Content	Suggestion / Amendment / Request from Bidders	Response
44	Section V 4.2.5.3 & 4.2.6.3	ACS users would be provided with provision for official mail to interact with each other at regional level, head-quarters or with external users.	We understand from the Corrigendum release page 20 that the NIC e-mail for BCAS and official mailing solution of other stake holder will be used however this doesn't mention <u>whether the SMTP server will have to be considered for integration by the bidder</u> or the same will be provided by the respective stake holders and the bidder will only have to do the configurations related to the same?	Clarification: NIC's Mail solution is being used by BCAS users. Bidder will have to do consider the integration and configuration with the same
45		It is envisaged that mailing solution would be integrated with the application layer for exchange of information and it would be possible to move emails to Document Management System.	(There is a mention of a Mail server in section 6.2.6.4 whether this corresponds to SMTP server ) Technically this clarification will be required so that discrepancy will be avoided.	Clarification: Mail server refer to existing mailing solution that BCAS uses today (provided by NIC). Bidder only has to integrate / configure with the mailing solution
46	Section V, 2.3	Categories of Permits	Please clarify whether applications for all permit categories will be submitted online through the newly developed solution?	Clarification: Yes
47	Section V, 1.4.9	Regarding Alerts	Please clarify the mode of alerts – 1) Whether this would be only on the application interface or we will have to alert authorities over SMS, e-mail etc.	Clarification: Bidder to design the application interface where authorities shall be provided with alerts on sms, e-mail etc.
48			2) Also there is a mention of Maps in the RFP - let us know if we have to show alerts on Maps as well?	Clarification: Alerts shall be generated from readers installed at access points. It is necessary to correlate alert with location of reader and the application developed should have the capability to do so. However, since this shall be used at the airports the application should provide the flexibility of alert display on map. Since, each airport would be different, this customization/ development shall be done separately.  Not required. Pls refer earlier Corrigendum.
49			1) How many templates will be stored on the card; there is a mention in the RFP that biometric template of all 10 fingers will be captured and so will all the 10 biometric templates stored in the	Clarification: All 10 biometric templates will have to be captured by the Finger print scanner (4+4+2 slap scanner) for the purpose of enrolment
50			2) Whether <u>all 10 biometric templates will have to be captured by the Finger print scanner</u> or single finger at a time; this will have impacts on the model and pricing of the finger print scanner.	Clarification: All 10 biometric templates will have to be captured by the Finger print scanner (4+4+2 slap scanner) for the purpose of enrolment

Pre-bid query clarifications

SN	Clause No.	RFP Content	Suggestion / Amendment / Request from Bidders	Response
51			3) <u>Writing information into the card</u> - this is a requirement mentioned in the RFP - we would need information of the card so that we know to what sectors of the memory in the card information would be written? <u>We need an envisaged plan for this released in the corrigendum</u> as this can impact testing and final commissioning.	Clarification: Information pertaining to file structure of card will be shared at appropriate time
52			4) Also the card is supposed to carry a public key - generated by CKGA and RKMA - we would need more information on this without which the current RFP is not complete and will create confusion for all bidders.	Clarification: CKGA and RKMA are part of KMS solution provided by NIC. Information pertaining to this will be shared at appropriate time
53			5) Apart from Biometric information written to the card what other information will be required to be written to the card? What will be the memory size of the card? Card personalization and Tag personalization modules are dependent on this and hence there should be an envisaged plan.	Clarification: Card memory is 64 KB. Indicative list of details on card shall include: Biometric (all 10 fingerprints) Authorization / access rights (Airport zones/ terminal) AEP No. Aadhaar No. Name Issue date Valid upto date/ time Employer Designation Nature of duty
54			6) These supported solutions should have considerable linkages to current project delivery and schedule and hence approximate delivery timelines by NIC/NICNET should be mentioned at least an envisaged project plan with timelines should be proposed.	Clarification: Broad timelines have been proposed in section 2 of the RFP

Pre-bid query clarifications

SN	Clause No.	RFP Content	Suggestion / Amendment / Request from Bidders	Response
55	Section V, section 2.5 & Annexure A – sub section 15.6	MIS reports	1) Reports will only based on information captured; it would be good if BCAS can share some current report	Clarification: Reports will be shared at appropriate time
56			2) Will there be any other requirement of MIS reports apart from those mentioned in Annexure An – sub section 15.6?	Clarification: There might be additional requirements. The solution sholud have such provisioning for the same on reasonable estimates.
57	Section V, Section 3.4	Access control systems at all airports	We would like to know at least the Makes like Honeywell , Tyco etc of all the different access control available at the 96 airports so that we can get the following queries answered:	Clarification: The queries do no pertain to this tender. The solution offered to conform to standard interface.
58			1) How many types of Access control systems at different airports don't have a server and doesn't work on client server architecture?	Clarification: The queries do no pertain to this tender. The solution offered to conform to standard interface.
59			2) The different brands of the Access control systems that the developed software should interface with?	Clarification: The queries do no pertain to this tender. The solution offered to conform to standard interface.
60			3) How many of these access control system server are Linux based and how many are Windows based servers?	Clarification: The queries do no pertain to this tender. The solution offered to conform to standard interface.
61			4) At a later date if a new access control brand is deployed at any of the airports and then who will be responsible for that integration and testing? Getting these queries answered by BCAS is very important for all vendors to understand the complexity involved and also build in the appropriate factoring into the project and hence request for a corrigendum released with these queries answered.	Clarification: The queries do no pertain to this tender. The solution offered to conform to standard interface.
62			We assume that if in case there are no local airport servers currently this will be provided by either AAI or Private airport operators	Clarification: The queries do no pertain to this tender. The solution offered to conform to standard interface.
63	Section V, Figure 2	Access control system solution Architecture overview	The Figure details that AAI private could will be connected to NICNET through a dedicated leased line connectivity with 20 Mbps bandwidth - we would request BCAS to reconsider the proposed Bandwidth - since this connectivity will be used by all badging operators and they will upload photographs and submit other details of applicants-considering the volume of transactions/applications we see a requirement of more bandwidth and request BCAS /AAI to increase this bandwidth with mutual agreement once the contract is awarded by the purchaser.	Tender clause prevails



Pre-bid query clarifications

SN	Clause No.	RFP Content	Suggestion / Amendment / Request from Bidders	Response
64	Figure 2	Access control system solution Architecture overview - DC & DR	We understand that the DR location will be in Bhubaneswar as per the corrigendum however this is again proposed, please note that pricing of the MPLS connectivity will vary by some percentages if the locations are changed – how do we address this ? Should we make some remarks in our pricing bid and submit?	Clarification: DC & DR is connected through NICNET as part of NIC domain, bidder need not establish this connectivity
65			1) Recovery Point Objective is 100 % Recovery Time Objective is 1 hour however also there is mention of asynchronous database replication - we would like to highlight one thing, if the replication is Asynchronous, we cannot have 100% RPO. The RPO will be based on the sync intervals.	Application shall be hosted from NIC's DC-DR. Hence there should be no direct implication on solution with reference to these parameters. The solution should however meet these criteria
66			2) What is the connectivity type between DC & DR? And whether bidder will be responsible to establish this as well through a MPLS network for the purposes of replication etc? Even Section 5 sub section 8.7(page 98 of section 5) doesn't make a mention of this. This is missing in the architecture diagram – there is a mention in clause 6.2.6.6 of section V that the bidder should ensure the setup of replication between DC & DR - please clarify this in detail in terms of scope and also use of the listed service providers / other restriction considering data security and BCAS policies and NIC/NICNET policies.	Clarification: DC & DR is connected through NICNET as part of NIC domain, bidder need not establish this connectivity
67			3) What is the bandwidth available for replication & will it be dedicated if NIC /NICNET will provide the same and if this is going to be provided by bidder then let us know who will pay the annual charges related to the same during contract period?	Clarification: DC & DR is connected through NICNET as part of NIC domain, bidder need not establish this connectivity
68			4) The RFP states 20TB per location, does it include space for snapshot & replicated volume? Please share the assumptions that you have taken for this sizing.	Query not clear
69			5) Will it be uni-directional or Bi-directional replication? – We understand that this is bi directional synchronous replication, we are considering Active – Active servers both at DR & DC – please make this as a standard.	Clarification: DC & DR is connected through NICNET as part of NIC domain, bidder need not establish this connectivity

Pre-bid query clarifications

SN	Clause No.	RFP Content	Suggestion / Amendment / Request from Bidders	Response
70			Also page 238 – section 5 – sub section 8.7 mentions that certain services such as replication software and backup software will be provided by NICNET however this only would be possible if these would be supported of what the bidder offers. Is it mandatory to take listed services from NICNET? In the case we take the services who will pay for this services – bidder or BCAS?	Clarification: BCAS will pay directly for the services provided by NIC. Bidder doesn't have to pay for those services
71	Section V, Section 3.5 & 4.2.7.3	Smart Card Personalization & RFID Tag personalization	1. What all information will be written into the Smart Card?	Please refer S. No. 53 above
72			2. What all information will be written into the RFID Tag? As this will determine the specification of the smart card or RFID tag in relation to memory and also the card personalization module effort.	Clarification: RFID tag to typically store unique ID for the vehicle.
73			3. Key Management - how will the flow of public key management happen between the ACS application and the NIC Key Management software take place? Will this to be developed by the bidder - this scope is not clear in the RFP.	Clarification: API interface will be provided by NIC for the said purpose
74			4) When writing into the card we will have to follow the SCOSTA standard and hence detailed information on this is required.	Clarification: Relevant details and objective of SCOSTA-CL process have been provided in the RFP.  More SCOSTA-CL details available on <a href="http://scosta.gov.in">scosta.gov.in</a> website

Pre-bid query clarifications

SN	Clause No.	RFP Content	Suggestion / Amendment / Request from Bidders	Response
75			Even in the Corrigendum page 12 - table - section 6.2.2 there is a mention of the CKGA server with specifications of the server – 1) Can this be hosted on a Virtual server or physical server would	Clarification: Dedicated physical server is required
76			Even in the Corrigendum page 12 - table - section 6.2.2 there is a mention of the CKGA server with specifications of the server – 2) Whether redundancy for this server would be required?	Clarification: Bidder can suggest a suitable solution
77	Section V, Section 4.2	Keys generated for CKGA & RKMA	For what all purposes these keys generated used for? The RFP states that this is used for card production , reading and writing to card , stored in SAM memory of reader - please clarify and share detailed write up on the same	Clarification: Relevant details are available in the RFP
78	Section V, Section 4.2.57	Content Management System (CMS)	Uploading content in the form of text, HTML, videos or images is mentioned whether storage calculation of 20 TB mentioned includes all this? 1) How CMS is different from Document Management system (DMS) ? We understand that this will host information for the BCAS website. <u>Please clarify in detail.</u>	Query not clear
79			2) Whether the access logs that is mentioned here talks about who upload and who download information, editing of information etc by users of CMS? 3) Whether users will be common for DMS and CMS and access control application?	Clarification: 2) Access logs refers to entry / exit logs of personnel at airports 3) Query not clear
80	Section V, Section 4.2.8.1	Accurate Time stamps to be maintained Application based security	Whether NICNET has NTP (Network Time Protocol) Server in place of the Bidder should provide this so that all server and devices on network will have the same time? There is a mention of time synchronization service in section 5 clause 6.2.10.1 however this necessarily mean the NTP – NIC/NICNET can have their own NTP	Clarification: Timestamp to be taken from NIC servers
81	Section 4.2.10 & page 18 of corrigendum	Last mile connectivity for MPLS/VPN connectivity	1) The RFP specifies that the bidder will bear the charges for the last mile connectivity but who will bear the monthly recurring charges based on the data plan for the MPLS and	Clarification: Bidder to factor cost in the financial proposal
82			2) Since the NIC datacenters will be Kolkata and DR is Bhubaneswar – this also should be part of the MPLS network – this is not mentioned in the table WS5 – network on page 18 of corrigendum and the section 4.2.10 and we understand from experts that it would be better to have a	Clarification: DC & DR is connected through NICNET as part of NIC domain, bidder need not establish this connectivity
83			In the other part of the tender it is mentioned that NICNET will be responsible for co-location of the DC & DR	Yes

Pre-bid query clarifications

SN	Clause No.	RFP Content	Suggestion / Amendment / Request from Bidders	Response
84	Section V, Section 6.2.66	The bidder should ensure setup of replication between DC & DR	1) What does the statement explain " The bidder should ensure setup of replication between DC & DR" - whether all costs associated with this will be borne by the bidder in relation to replication or only setting up of the same is in bidders scope?	Clarification: DC & DR is connected through NICNET as part of NIC domain, bidder need not establish this connectivity.  Any task required to support in setting up of replication and its testing etc. has to be performed by the Bidder.
85			2) Who will bear the monthly recurring charges of hosting in DC & DR sites of NICNET during the period of the contract and whether this should be factored during our commercial bid	Clarification: BCAS will bear the cost of hosting at DC/DR
86			3) What type of connectivity will be required? Fiber or RF and whether we have restriction of using BSNL/MTNL/PGCIL/ RailTel for this or is the bidder free to choose the service provider?	Clarification: Bidder to design appropriate solution for connectivity with BSNL/MTNL/PGCIL/ RailTel only for this RFP scope
87			4) Since Service Level requirements are high we request BCAS to amend the service providers list for MPLS networks by including Airtel/Tata Teleservices at least for the redundant link.	No Change
88	Section V, Section 6.2.18 & 8.9	User Training	Point xii states that the board will provide necessary infrastructure such as training class rooms but to conduct trainings with application (hands on training) we would require workstations and setup and hence our query is whether the board will provide this or we will have to factor for the same and also how many people that BCAS is looking to train - at least an indicative figure is required for us to do the appropriate factoring.	Clarification: BCAS will provide training infrastructure including workstation in its Training Academy in Delhi. Bidder to arrange for such infrastructure at other locations.  Indicative number of Trainees mentioned in Section 8.9 of the RFP
89			1) There is a mention of total number of trainees(250+) mentioned in section 8.9 however this is not clear and hence there should be a cap for the maximum number of trainees and trainings per person so that the same can be factored accordingly.	Clarification: Bidder to use leading practices to design training sessions, number of trainees per session etc.
90			2) Who will provide workstations/desktops for training?	Clarification: BCAS will provide training infrastructure including workstation in its Training Academy in Delhi. Bidder to arrange for such infrastructure at other locations.

Pre-bid query clarifications

SN	Clause No.	RFP Content	Suggestion / Amendment / Request from Bidders	Response
91	Section V Section 6.3.2.2	Help desk services	There is a mention of IVRS - whether this already exists or this should be purchased?	Clarification: No IVRS exists today. Helpdesk services shall be required to cater to user requests on issuance / loss/ damage etc. of AEPs
92	Section V, section 8.7	Services provided by NICS/NIC	There is a mention of the list of services which they will provide for e.g. EMS Agent dashboard but since we will provide EMS solution as mentioned in the corrigendum page 20 why would the bidder use the dash board of NIC EMS?	Clarification: Bidder to provide EMS solution and use own Agent Dashboard. It is not required to use dashboard of NIC EMS
93			1) Firewall and IDS - should we not quote for this? If we are going to avail their services then we understand that we will have to pay them for the services - please confirm and provide details of person along with contact details of that person.	Clarification: Firewall and IDS shall be provided by NIC. Bidder does not need to procure any firewall and IDS for DC & DR. Also, Any services from NIC to be paid by BCAS and not the bidder. In view of this, It is requested to make necessary changes wherever relevant.
94			2) FMS personnel - If we are going to avail their services then we understand that we will have to pay them for the services - please confirm and provide details of person along with contact details of that person.	Clarification: Any services from NIC to be paid by BCAS and not the bidder
95			3) Connectivity between DR & DC - should bidder pay for these services during the contract period or BCAS will pay for the services?	Clarification: Any services from NIC to be paid by BCAS and not the bidder
96			4) Please explain the query of cost related to services that NIC/NICSI offers against all listed services such as Power , network , staff , connectivity , routers , replication software's etc so that we can factor those costs within our tender.	Clarification: Any services from NIC to be paid by BCAS and not the bidder

Pre-bid query clarifications

SN	Clause No.	RFP Content	Suggestion / Amendment / Request from Bidders	Response
97	Section V, 8.1	AEPAS - Existing AEPAS	Will the existing AEPAS will continued to be used? Fig 1 of page 151 clearly mentions this and hence please clarify	Clarification: Existing AEPAS shall not be used
98			If the existing AEPAS will be used even after the development and go live of the access control application then will it be required to integrate the Access control application with this as well ?	Clarification: Existing AEPAS shall not be used
99	Annexure B Excel sheet , SEQ.REQ.004	The software should be application independent	Question is vague can we get more specific about what is required here	Clause deleted
100	Annexure B Excel sheet, SEQ.REQ.012	Ability to integrate with the proposed security devices to be monitored like application proxy firewalls, IPS, HIDS, VPN, Authentication Server (digital certificates)	This is a logical Network security requirement not a physical security requirement, please clarify.	Clarification: There is a logical Network security requirement however bidder to consider all key aspects while solution design
101	Annexure B Excel sheet , SEQ.REQ.013	Ability to support agent as well as agent less architecture for all the industry standard devices mentioned above, as well as other leading operating systems and databases	This is a logical Network security requirement not a physical security requirement, please clarify.	Clarification: There is a logical Network security requirement however bidder to consider all key aspects while solution design
102	Annexure B Excel sheet , SEQ.REQ.017	Ability to gather all of the mission-critical information, data and logs from the systems that are important to insider threat including OS, databases, applications, access control systems and others	This is a logical Network security requirement not a physical security requirement, please clarify.	Clarification: There is a logical Network security requirement however bidder to consider all key aspects while solution design
103	Annexure B Excel sheet , SEQ.REQ.023	Ability for Real Time Monitoring and Notification - When a high-priority threat is identified, the solution should notify analysts by their preferred method, including e-mail, SMSs etc	This is a logical Network security requirement not a physical security requirement, please clarify.	Clarification: There is a logical Network security requirement however bidder to consider all key aspects while solution design
104	Annexure B Excel sheet SEQ.REQ.027	Ability of the host based security solution must allow controlling of access to all system resources including data files, devices, processes/daemons and audit files	This is a logical Network security requirement not a physical security requirement, please clarify.	Clarification: There is a logical Network security requirement however bidder to consider all key aspects while solution design
105	Annexure B Excel sheet SEQ.REQ.028	Ability to manage servers having OS such as Windows, AIX, HP-UX, Solaris, and other commonly used flavors of Linux/Windows/Unix, etc	This is a logical Network security requirement not a physical security requirement, please clarify.	Clarification: There is a logical Network security requirement however bidder to consider all key aspects while solution design
106	Annexure B Excel sheet SEQ.REQ.029	Ability to provide OS security hardening and extra levels of access control to the platform	This is a logical access control function, please clarify.	Yes
107	Annexure B Excel sheet SEQ.REQ.030	Ability to intercept security-sensitive events in real-time, and evaluate its validity before passing control to the OS	This is a logical access control function, please clarify.	Yes

Pre-bid query clarifications

SN	Clause No.	RFP Content	Suggestion / Amendment / Request from Bidders	Response
108	Annexure B Excel sheet SEQ.REQ.034	Ability to apply access control to all users – including root. Ability to provide permissions governed by the original login ID - even taking over the root account should not grant the user any additional privileges	This is a logical access control function. Specifically one dealing with Unix User Access Controls. This requires a third party product to accomplish this , please clarify	Clarification: Bidder to propose the optimal solution while designing the solution. Any products may be proposed
109	Annexure B Excel sheet SEQ.REQ.035	Ability to provide conditional access – Access granted only via program. For e.g. the Backup operators should be able to logon to OS and run the backup software program only and not access any other folders/files	This is a logical access control function. This requires a third party product to accomplish this , please clarify	Clarification: Bidder to propose the optimal solution while designing the solution. Any products may be proposed
110	Annexure B Excel sheet SEQ.REQ.036	Ability to enforce Login Policies such as:	This is a logical access control function. We can do some of this through configuration of the operating system (Login controls in Windows Server) - please clarify	Query not clear
111		a) Time of day, Holiday, etc.		Query not clear
112		b) Login location		Query not clear
113		c) Login activity (3 maximum strikes etc.)		Query not clear
114			Usually only the API is given by the SMS Gateway providers and we will be hosting the API on a server which will in turn communicate with their main server which can be hosted on a cloud and our application will interface with it through the API and hence we have considered accordingly however if there is discrepancy please clarify	Clarification: SMS Gateway will be provided by BCAS. Bidder to integrate with the same
115			All SMS gateway providers operate on a service based model and hence this clarity should be there in the RFP.	Clarification: SMS Gateway will be provided by BCAS. Bidder to integrate with the same
116			Will this be required to monitor all devices on the Domain of BCAS i.e. regional offices of BCAS etc or only the devices that will be in the DC & DR – please clarify as this has license impacts and costing related to it.	Clarification: All devices at DC, DR, BCAS offices to be monitored
117			Presently only services from BSNL/MTNL/RailTel & PGCIL is listed however considering the high service level requirements we propose you to include Tatatele services and Airtel who can have Quadra party agreements with listed service provider, purchaser , bidder and private service provider so that we can at least have the redundant paths can be made available by the private parties to meet service levels requirements mentioned in the contract.	Tender condition prevails
118	Section 5, Section 6.2.16.2 – sub section – point iv	Control Center would be setup at BCAS HO	Whether bidder should consider cost for this? This is not part of the offer format, please clarify.	Clause deleted