

## ANNEXURE-I

### GREATER HYDERABAD MUNICIPAL CORPORATION

#### Pre-bid replies

RFP Notice No: RFP- 02/J1/IT/GHMC/2023-24, Dt. 22-02-2024

Implementation and Maintenance of Artificial Intelligence driven Mobile based Facial Recognition Biometric Attendance Management System in GHMC

S. no.	Clause number	Queries Raised	Reply
1.	3.2 About the project - removing the HHD and internet dependency.	Mobile based FRS will also require Internet. Here Matching can be done on server side only so internet is mandatory for this project	Internet is required, but for authentication internet is not mandatory and attendance shall be updated when mobile connects to Internet.
2.	3.3. a) Scope of the Work	Request to clarify, what are the features to be Implemented through Artificial Intelligence / Machine Learning.	Please refer to features mentioned as per the Scope of Work.
3.	3.3. c) Compatible mobile application for all environments for use in existing mobiles/tabs or new devices in future	Please provide the version of OS, Models of existing Tabs, Mobiles being used for compatibility check.	Please refer to TQ Form#2 Technical Compliance sheet for mobile Application.
4.	3.3. g) Scope of the Work	will Aadhaar service provided by GHMC (i.e. AUA and KUA).  Requesting Authority to kindly clarify if during registration the comparisn is done with Adhar services will GHMC provide an acess to UADAI biometrix or have some data in place.	Verification during registration with AADHAAR service is optional. The bidder shall be ready to do if the GHMC prefers.
5.	3.3.e) Scope of the Work	Offline punch cannot be possible here.	Authentication shall be captured and updated when mobile connects to Internet.

6	3.3.i) Scope of the Work	<p>The proposed project shall be undertaken 'on monthly basis.</p> <p>Kindly Make it as Monthly billing as it ensures the consistency.</p>	No change is contemplated.
7	3.3.t) Scope of the Work	<p>Under section 4 ,4.1,point 7 says bidders should have 10,000 users experience and Under section 4,4.1point 13 says 1 project with more than 5,000 users but whereas GHMC has requirement of 25,000 users as per the RFP.</p> <p>and</p> <p>In case of server matching this point is not valid and in case of local matching, User Face data cannot be load in local mobile. PDPR clause will come into picture.</p> <p>for Offline transactions, from each mobile how many sweeper's attendance shall be allowed to consider.</p> <p>What is the maximum number of sweepers, the SFA, EFA will handle?</p>	<p>To get more and competitive bids, experience is considered as <math>\geq</math> to 50% of Project requirement as per G.O.Ms. No.94, dt. 01.07.2003.</p> <p>Maximum workers a SFA or EFA handles without delegation is Sanitation - 1 SFA - 52 workers (max.) Entomology - 1 EFA - 40 workers (max.)</p>
8	3.3.o) Scope of the Work	<p>Who will bear the cost of SMS/WhatsApp/email gateway?</p> <p>Does the cost of SMS is included in the project scope.</p> <p>Any cost involved for SMS / Whatsapp will be part of the service provider scope or the Authority scope?</p>	<p>The SMS/ Whatsapp/ email services shall be inclusive of the project.</p> <p>Please refer Addendum</p>
9	3.3.r) Scope of the Work	Is the in-charge is going to mark attendance or individuals are expected to mark attendance themselves	In-charge designated shall take attendance of individuals on designation.



		or Both or Any	May vary department wise as per the duties & hierarchy.
10	3.3.s) Scope of the Work	since mobile didn't have IR light, there will be limit of capturing attendance in low light or poor light	The app should be capable to capture attendance during night and early morning, as the GHMC staff work 24x7 as per requirement.
11	3.3.u) Scope of the Work	Backend help desk support on 24x7 and one technical resource at GHMC Head Quarters would be sufficient and would be cost effective solution.	Please see Addendum
12	3.4.a) Objectives of the Project	How many regular staff are there ?  Does the solution needs to deployed for regular staff also ?	There are around 5,000 regular staff in GHMC.  Shall be deployed simultaneously.
13	3.5.b.ii. Stakeholders and their roles and responsibilities - SI	Additional timeframe is required to deploy in iOS as the approval takes longer time for Appstore or else, can be dropped the iOS requirement	Both Android and iOS is required, shall be discussed with successful bidder on issuing LOI.
14	3.5.b.iii. Stakeholders and their roles and responsibilities - SI	Request for making the project period for at least 3 years, to compensate for the license costs & other development and deployment costs.	Please read 6.1 clause for clarification.  No change is contemplated.
15	3.5.b.ix. Stakeholders and their roles and responsibilities - SI	Maintenance of Mobile should not be under the scope of service provider??	Mobile term in the clause means the Mobile application.
16	3.5.b.xiv. Stakeholders and their roles and responsibilities – SI	providing the SDK is being anticipated for this payroll process	No change is contemplated.
17	3.5.b.xix. Stakeholders and their roles and responsibilities - SI	Request you to please share HRMS software details	Shall be provided once contract is awarded.

18	3.5.b.xxv. Stakeholders and their roles and responsibilities - SI	Infrastructure play great role in round trip service, here mobile internet and server side internet may have impact on round trip service time.	No change is contemplated.
19	3.9.l) Deliverables	Source code cannot be delivered as it is	Please see Addendum
20	3.11.b. Use of documents and Information	AI based face registration and face Authentication is from third party vendor and integration is sdk based. Source code for the same cannot be provided.	Please see Addendum
21	3.11.c. Intellectual Property Rights	Only customized portion of GHMC software can be provided. (Since the third-party licenses are being used).  The license is not perpetual and works during the contract period only.	Please see Addendum
22	4.1. 1 Pre-Qualification Criteria:	Please include the Registered Societies as an eligible entity for bid participation.  It is requested to the Hon'ble Authority to kindly include the experience of Government/ PSU project's as a sub contract as an eligible factor/pre requisite for bid participation.  As the scope involves two parts - Facial Attendance and Payroll process, request to consortium and the consortium shall jointly meet all the PQ conditions.  Please allow minimum 3 Consortium members to be participated. All the PQ criteria shall be meeting jointly by all the consortium members. The Primary	No change is contemplated to include Consortium  Please see Addendum



		bidder shall meet the Turnover requirements.	
23	4.1.4 & 4.1.5 Pre-Qualification Criteria	<p>Under Pre-qualification criteria (pg.no15,s.no3) requires attachment of At-least Two Projects from Central Government/State Government/PSUs The bidder must Submit Completion Certificate or Experience Certificate or Work Order and whereas the Under Pre-qualification criteria (pg.no15,s.no4 &amp; 5) says At-least Two Projects The bidder must Submit Completion Certificate or Experience Certificate. As a demonstration of similar experience, request you to change "atleast two projects from central Government/State Government/PSUs</p> <p>Under Pre-qualification criteria (pg.no15, s.no5) requires Copy of Work orders or client certificate mentioning the year of execution of work and whereas the Tender scope of work is on Artificial Intelligence driven Mobile based Facial Recognition Biometric Attendance Management System Therefore, As a demonstration of similar experience, request you to change "atleast two projects from central Government/State Government/PSUs for Artificial Intelligence driven Mobile based Facial Recognition Biometric Attendance Management</p>	No change is contemplated.

		System	
24	4.1.6 Pre-Qualification Criteria	<p>Request you to please Consider this clause as : Bidder should have undertaken at least (2) projects with 9000 or 9500 transactions on any day in last (3) three years for Central Government/State Government/PSUs.</p> <p>Please allow rendering services to government agencies through SI's also. SI certificate shall be allowed.</p>	The project shall cover more than 20,000 (i.e., 25,000 approx.) individuals, hence experience is considered as $\geq$ to 50% of Project requirement as per G.O.Ms. No.94, dt. 01.07.2003.
25	4.1.13 Pre-Qualification Criteria	<p>Solution to be implemented for 25,000 workers but the qualification criteria given for 5,000 users.</p> <p>Does it require training on single day ? As it is part of larger SI scope, it may not be possible to show the proof of conducting on single day rather, training 5000 users may be considered.</p>	Please see Addendum
26	4.1.14 Pre-Qualification Criteria	Agreement with Local partner should be consider as service network	Please see addendum
27	4.2.1 Evaluation Procedure & Instructions to Bidders	Request to amend QCBS on 50:50 basis, Since the cost also plays the major role in the project and there will be saving for the GHMC.	No change is contemplated.
28	4.4 Selection Methodology	Request to provide the details of how the financial score will be calculated (Formula if any).	Please see addendum 4.2.2
29	4.5.E1.1 Technical Evaluation	Kindly replace BIOMETRIC with Artificial Intelligence driven Mobile	No change is contemplated.

		based Facial Recognition Biometric Attendance Management System (AIMFRBAMS)	
30	4.5.E1.3	<p>request you to change "atleast two projects from central Government/State Government/PSUs for Artificial Intelligence driven Mobile based Facial Recognition Biometric Attendance Management System.</p> <p>request you to change "atleast two projects from central Government/State Government/PSUs for Artificial Intelligence driven Mobile based Facial Recognition Biometric Attendance Management System</p>	Bidder shall read with s.no. 6 in Table under 4.1
30	5.2.(ii)	Request you to please allow consortium.	No change is contemplated.
31	5.2(v) Eligible Bidders	<p>As the Evalauation Parameter ( pg.no 19,sl.no4.5,E1,3A)states end-to-end solution in India in past 3 years, as of date of Bid submission. Request you to change - operation in India or abroad for a period of at least 3 years as on publication of bid.</p> <p>The requirement for the AI Facial Recognition Biometric Attendance Management System is that the provider must have been in operation in India or abroad for a minimum of 2 years as of the publication of the bid.</p>	Please refer addendum
32	6.2.1 Payment - Development & Implementation Cost of	Just to avoid discrepancies in one time cost & transction cost , request	No change is contemplated.



	Mobile and Web Application	<p>you to consider SAAS Based pricing ( Transaction per month per user for all the scope mentioned in RFP.</p> <p>Kindly Make it SAAS model as it ensures the consistency.</p> <p>Face recognition transaction will start from the end of first month and go live May take little longer time. Will transaction payment be released in case of final clearance pending from client end?</p>	
33	Commercial Form Table A	<p>Just to avoid discrepancies in one time cost &amp; transaction cost , request you to consider SAAS Based pricing -Monthly Quote for Artificial Intelligence driven Mobile based Facial Recognition Biometric Attendance Management System.</p> <p>SaaS-based Artificial Intelligence-driven mobile-based Facial Recognition Biometric Attendance Management System, the monthly pricing model ensures consistency, mitigating one-time costs and transactional expenses. This approach typically involves a subscription fee based on factors like the number of users, features required, support level, customization needs, integration complexity, data and usage intensity.</p> <p>Request to amend or please explain how to take the transaction charges.??is it</p>	<p>No change is contemplated.</p> <p>The quote to be made for one individual/ day</p>



		for 2 years period for 25,000 workers??	
34	Breakup Cost Table B	<p>Just to avoid discrepancies in one time cost &amp; transaction cost , request you to consider SAAS Based pricing ( Transaction per month per user for all the scope mentioned in RFP.</p> <p>Request to amend or please explain what is meant by break up cost?</p>	<p>No change is contemplated.</p> <p>Te bidder may furnish the break-up cost of the bid quoted, if any</p>
35	General Suggestion	Deduplication during enrolment is missing. This deduplication ensure same person does not enrol with different name.	<p>Please refer addendum 3.3.g and 3.3.r in Scope of work.</p>
36	General Suggestion	Facial algorithm used for face verification should be minex complied.	No change is contemplated.
37	General Suggestion	In case SI partner is bidding then consider OEM work experience.	No change is contemplated.

  
Commissioner,  
GHMC

  
7/3/24

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