

**Bank Response of Prebid Queries to RFP for Procurement and Biometric and RFID Based Rack Access Control Solutions for the IT racks at DC & DR.
REF No: IDBI-Bank/ITD/PPG/RFP/24-25/75: March 29, 2025**

S. No	RFP Ref Page no	RFP Clause no	Existing clause Details	Clarification Sought	Bank's Response
1	Pg No 10, Eligibility Criteria	Sr no. 3	The Bidder should have a turnover of Rs.25 crore (Rs.12.5 crore for MSE) in each of the last 3 financial years of the date of RFP. (FY 2021-22, 2022-23 and 2023-24).	Requestr IDBI to consider annual lesser turnover of below 9 crores in last financial year in order to have larger participation. The 12.5 crores ask for MSE is very high value	No changes in RFP terms & condtions
2	Event Log Size in Each Controller Device	Section 5	50000 Records	Gateway Box should we need to use 1 per rack or else 16 rack per controller.	The Bank requested 50000 Records Event Logs for Each Controller Device
3	19	29	Access data Should be encrypted (AES- 256)	Understood as encrypting the data at rest in the database. The Enterprise edition of SQL is a must to apply the encryption standard of AES 256 bit. In case only personal data of the users is to be encrypted, the GDPR available in the software can be used with any SQL version.	Data at rest and also in motion is required to be encrypted as per AES-256 standard.
4	ELIGIBILITY CRITERIA 12	13	Bidder as a OEM can support directly or through their Certified Channel Partner (CCP) having minimum 3 Support Centers across India with at least 2 support Centre in the Mumbai and Chennai	pls elaborate on this, Mumbai and Chennai location require 1 single support center or both location should have two support center each.	Both Mumbai and Chennai Locations should have at least 1 support center.
5	Pg No 15 Scope of Work	Scope of Work	Bidder to propose latest access control solution for rack which are launched in recent past and are not older than 2 years from the date of RFP (supporting document need to be submit during the bid submission).	Why IDBI is looking for system that is not older than 2 years, any specific requirement, it is mandatary?	No changes in RFP terms & condtions
6	Scope of work	Section 4	Bidder to study existing Rack available and prepare detailed design document.	Required Site address with contact person details.	The Site details are already provided in the RFP. Contact details shall be provided to the successful bidder.
7	Pg No 15 Scope of Work	Scope of Work	Bidder to Supply Rack locks with controller which has both RFID Reader and Biometric Finger Print Reader functionality at DC- Belapur and DR-Chennai	Inbuilt lock with RFID reader is compulsory or lock and reader separate is also acceptable?	The proposed solutions should meet the RFP technical specifications and other criteria
8	SCOPE OF WORK - 15	4	Both the DC and DR are live sites. Alterations in existing racks to install/configure locks, Reader & controllers need to carry out by the bidder	Both site are live during install/configure of Locks, if drilling need to do on Rack door to install locks, drilling will create metal dust which will spread in Datacenter it may also goes into any server/storage /switches etc. pleases elaborate does this allow in datacenter	If bidder require drilling / Alteration the particular door, then respective door can be dismantled & moved out side of the data centre for the modification. This work will be under bidder's scope.
9	Page- No 15	Clause No- 4, Point-2,	Both the DC and DR are live sites. Alterations in existing racks to install/configure locks, Reader & controllers need to carry out by the bidder.	In case of Rack lock fitment any accessories required which are unique to Rack manufacturer whose scope that would be?There may be requirement of Cutout for lock fitment, whose scope this activity will be? Rack OEM has to support to make the cutout based on the rack locks	The respnsibility of supplying any accessories required for rack lock fitment or any other purpose, and other activities like cutout etc. will be in the scope of the bidder.
10	Page No-32	EARNEST MONEY DEPOSIT (EMD), Clause No-3	EMD Amount	EMD Amount is not mentioned in the tender document. Please confirm the EMD value	EMD to be submitted as mentioned in the RFP. Please refer RFP Page No-08:schedule of Events.
11	Pg No 12, Eligibility Criteria	Sr no. 9	ISO 14001 Certificate (Bidder & OEM)	Is it is mandatory?	Yes, it is mandatory.

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12	Page No- 32	EARNEST MONEY DEPOSIT (EMD), Clause No- 3.11	Micro and Small Enterprises: Micro, & Small Enterprises (MSE) registered under the SPRS (Single Point Registration Scheme) of National Small Industrial Corporation (NSIC) or equivalent and having single point registration are exempt for payment of EMD to the extent of monetary limit stated in the registration certificate. The Bidder should submit the valid certified copy of NSIC or equivalent registration certificate/ renewal certification. Photocopy of application towards registration / renewal is not acceptable	We are MSME registered company, will MSME certificate/Udhyog Aadhar certificate is sufficient for EMD exemption?	The bidder is required to submit all the documents as mentioned at point no 5 of page no. 08 and 09, of the RFP.
13	Pg No. 74 - TECHNICAL SPECIFICATIONS (ANNEXURE – 14)		Not mentioned in the tender	Request IDBI to mention finger print sensor as optical type which should have finger liveness detection in the technical specification.	No changes in RFP terms & conditions
14			Not mentioned in the tender	Request IDBI to mention IK 06, IP protection rating for the reader in the technical specification	No changes in RFP terms & conditions
15			Not mentioned in the tender	Request IDBI to mention POE, BLE, NFC for the reader in the technical specification	No changes in RFP terms & conditions
16			Not mentioned in the tender	Request IDBI to mention Certifications like UL and ETL for the reader in the technical specification	No changes in RFP terms & conditions
17			Not mentioned in the tender	Request IDBI to mention barring of land boarder sharing company or equipments clause in the tender along with MAC ID verification, which will improve quality products participation in the tender	No changes in RFP terms & conditions
18	15	4	Overriding features should be available to take care of unexpected circumstances such as auto release of door lock opening or speed-lane opening up in case of an exceptional case.	Clarity required on whether any specific overriding feature is expected. The parameter to trigger all the lock relays from the Monitor utility or using IO linking is already available.	The Racks Handle lock should have Mechanical key override capability with SFIC (Small Format Interchangeable Core) to manually release the door by authorized person. Please refer RFP page no 17 & 18.
19	16		Proposed solution should allow opening of particular rack door (Either i.e. front or back door of rack and both doors at the same time according to the bank requirement).	Need clarification on whether one of the mentioned modes will be fixed prior to implementation or if all the modes are required as a selection on every access request and subsequently to door should be opened.	The clause is self explanatory. All the mentioned modes are required as per the RFP.
20	Scope of work	Section 4	Provision to provide temporary access system should be available in the proposed solution as per bank requirement.	Request with you kindly share the details like should we need to arrange the Demo of the Access controller or should we need to integrate with existing one.	Demo of access controller is not envisaged in the RFP. Any further details, if required, will be shared with successful bidder.
21	117	22	RESPONSE TO BE SUBMITTED BY BIDDER FOR VENDOR RISK ASSESSMENT (ANNEXURE-20)	please elaborate, as we are not going to access BANK in	This Annexure is to be submitted by the successful bidder for vendor risk assessment, which is a regulatory ask.

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22	Technical Specifications	Section 5	Solution should be able to read multiple facility codes.	Required complete details.	Details of the existing type of cards of which facility codes are required to be read by the solution being provided, is given at point no. 8 of Section 5. Please refer the same.
23	16		The access control data should be available only to the authorized personnel and it should be encrypted and un-editable.	Need more clarification on the intended use case. The encryption has to be maintained separately on the database level.	Data at rest and also in motion is required to be encrypted as per AES-256 standard.
24	Pg No 12, Eligibility Criteria	Sr no. 10	The bidder should have Supplied & installed at least one Access Control Systems solution as part of Security control system for data center location with minimum project value of Rs. 25 lakhs in the last three years (as on date of floating of RFP)	Is it mandatory? System that is used in the datacentre and other location remains the same. So request to consider other than datacenter experience also	Yes, it is mandatory. No changes in RFP terms & condtions.
25	Page No- 10	ELIGIBILITY CRITERIA, Clause No 10	The bidder should have Supplied & installed at least one Access Control Systems solution as part of Security control system for data center location with minimum project value of Rs. 25 lakhs in the last three years (as on date of floating of RFP).	As we have done the Access control Project for data centre through our authorized partner, we will be able to provide the PO copy of the same. Completion certificate & performance certificate is in the Scope of System integration of particular project.	The PO and the successful completions/performance certificate should be in the name of bidder i.e. in the name if OEM in case OEM is directly bidding.
26	Pg No 12, Eligibility Criteria	Sr no. 12	The Bidder(s)/OEM, who have been associated with IDBI Bank Ltd for any contract for the past 5 years, have to submit the satisfactory performance certificate issued by the competent authority in the Bank	Is it mandatory?	This is applicable only for the bidder who have been associated with the Bank during the specified period of 5 years.
27	Pg No 18	Technical Specifications	The controllers should have communication facility though BACnet -IP, RS 485, TCI/IP, Mod bus	Any specific reason for BACnet communication protocol mentioned here? Every OEM controllers has their own protocol to communicate with their software and devices.	These are generic communication procols required by the Bank. No changes in RFP terms & condtions
28	18	15	The controllers should have communication facility though BACnet -IP, RS 485, TCI/IP, Mod bus.	The facility of communication over BACNET TCP/IP is available in the central software. This will eliminate the need to have communication from multiple different sources to the destination.	No changes in RFP terms & condtions
29	SERVICE LEVEL EXPECTATION- 21	9-9.1	The entire Services (including hardware and software) to be delivered and installed within a period of 12 (twelve) weeks from the date of release of Purchase Order by the Bank	please amend to 16 weeks as in RFP point 6 on pg no 19 it is given as Project Completion & Sign Off-Timeline should be of 16 weeks.	Please refer Corrigendum.
30	Certifications	Section 5	The equipment should be CE and ROHS certified. Additionally, It should be either UL or BIS certified also. (Bidder to Provide copies of the certifications)	Kindly let us know the Racks are comes under UL certifications.	The mentioned certifications are required for the solution being proposed by the bidders and not for the existing Racks.

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31	Page No-19	TECHNICAL SPECIFICATIONS, Clause No- 5, Point No- 24	The equipment should be CE and ROHS certified. Additionally, It should be either UL or BIS certified also. (Bidder to Provide copies of the certifications)	As we our products are Make in India under Class-I category, BIS & UL certificate is not applicable/mandatory. Request you to amend the clause and remove the additional certificates like UL or BIS	No changes in RFP terms & condtions
32	Scope of work	Section 4	The existing RFID Cards of all staff members shall be integrated into the proposed new Biometric and RFID based rack access control solution. Compatibility of the same shall be ensured.	Required current frequency of the RFID access card of the staff or else sample of the card.	Details will be shared with the successful bidder
33	Pg No 16 Scope of Work	Scope of Work	The existing RFID Cards of all staff members shall be integrated into the proposed new Biometric and RFID based rack access control solution. Compatibility of the same shall be ensured.	Please clarify, integration with existing software needs to be done?, If yes, please share the integration features required.	Yes, intregation with exting software is required. Deatils will be shared with the successful bidder.
34	Technical Specifications	Section 5	The proposed solution should be capable to integrate with Bank's existing Access Control System basis feasibility available in the existing system with all the standard protocols including with RS 485 & TCP IP.	Kindly specify in detail also let us know the current software details.	Details will be shared with the successful bidder
35	Page No-18	TECHNICAL SPECIFICATIONS, Clause No- 5, Point No- 16	The rack lock should have integrated RFID reader & Biometric Finger Print with built- in I class card reader technology.	Can we propose separate Biometric device with compatible card reader technology which will be integrated with Rack Locks?	The proposed solution should meet the RFP technical specifications and other criteria
36	Page No-18	TECHNICAL SPECIFICATIONS, Clause No- 5, Point No- 22	The supplied controllers, hardware should have redundand power inputs.	As this will be in data centre enviroment and there will be less chances of power failure, our Controllers are powered by UPS power points and can be supplied with battery backup. Request you to remove this clause	The supplied controllers, hardware should have at least two power inputs. No changes in RFP terms & condtions
37	Pg No 16	Scope of Work	The existing RFID Cards of all staff members shall be integrated into the proposed new Biometric and RFID based rack access control solution. Compatibility of the same shall be ensured.	Please clarify, integration with existing software needs to be done?, If yes, please share the integration features required.	Yes, intregation with exting software is required. Deatils will be shared with the successful bidder.
38	17	10	Solution should be able to read multiple facility codes.	The provision to provide selective access to the users on the selected racks can be pre configured. Need clarity on whether the facility codes would still be needed and when.	Details of the existing type of cards of which facility codes are required to be read by the solution being provided, is given at point no. 8 of Section 5. Please refer the same.
39	19	23	The proposed solution should be capable to integrate with Bank's existing Access Control System basis feasibility available in the existing system with all the standard protocols including with RS 485 & TCP IP.	Need details of the existing access control system and the scope of integrations required in detail. The MATRIX hardware can be integrated with third party hardware using wiegand protocol and need to confirm whether this is available.	Exting access control system details will be shared with the successful bidder. The proposed solutions should meet the RFP technical specifications and other criteria

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40	Scope of work	Section 4	Proposed solution should allow opening of particular rack door (Either i.e. front or back door of rack and both doors at the same time according to the bank requirement).	Required Rack door opening details along with present solution.	The bank is having single leaf doors and double leaf doors at the racks, please refer point no 14 & page no 18 & 79 .
41	Page No-19	TECHNICAL SPECIFICATIONS, Clause No- 5, Point No- 23	The proposed solution should be capable to integrate with Bank's existing Access Control System basis feasibility available in the existing system with all the standard protocols including with RS 485 & TCP IP.	Please share the Make & model of existing Access control. Also confirm the scope of integration	Details will be shared with the successful bidder
42	Pg No 12, Eligibility Criteria	Sr no. 9	ISO 14001 Certificate (Bidder & OEM)	Is it mandatory?	Duplicate Point Please Refer Point no-11
43	Pg No 15	Scope of Work	Bidder to Supply Rack locks with controller which has both RFID Reader and Biometric Finger Print Reader functionality at DC- Belapur and DR-Chennai	Inbuilt lock with RFID reader is compulsory or lock and reader separate is also acceptable?	Duplicate Point Please Refer Point no-7
44	Pg No 15	Scope of Work	Bidder to propose latest access control solution for rack which are launched in recent past and are not older than 2 years from the date of RFP (supporting document need to be submit during the bid submission).	Why IDBI is looking for system that is not older than 2 years, any specific requirement, it is mandatory?	Duplicate Point Please Refer Point no-5
45	Pg No 16	Scope of Work	Proposed solution should allow opening of particular rack door (Either i.e. front or back door of rack and both doors at the same time according to the bank requirement).		Duplicate Point Please Refer Point no-19
46	Pg No 18	Technical Specifications	The rack lock should have integrated RFID reader & Biometric Finger Print with builtin I class card reader technology	Inbuilt lock with RFID reader is compulsory or lock and reader separate is also acceptable?	Duplicate Point Please Refer Point no-7
47	Pg No 10, Eligibility Criteria	Sr no. 3	The Bidder should have a turnover of Rs.25 crore (Rs.12.5 crore for MSE) in each of the last 3 financial years of the date of RFP. (FY 2021-22, 2022-23 and 2023-24).	Request IDBI to consider annual lesser turnover of below 9 crores in last financial year in order to have larger participation. The 12.5 crores ask for MSE is very high value	Duplicate Point Please Refer Point no-1
48	Pg No 16 Scope of Work	Scope of Work	Proposed solution should allow opening of particular rack door (Either i.e. front or back door of rack and both doors at the same time according to the bank requirement).		Duplicate Point Please Refer Point no-19
49	Pg No 18 Technical Specifications		The rack lock should have integrated RFID reader & Biometric Finger Print with builtin I class card reader technology	Inbuilt lock with RFID reader is compulsory or lock and reader separate is also acceptable?	Duplicate Point Please Refer Point no-7
50	Pg No. 74 Technical Specifications	ANNEXURE – 4	Not mentioned in the tender	Request IDBI to mention finger print sensor as optical type which should have finger liveness detection in the technical specification.	Duplicate Point Please Refer Point no-13
51			Not mentioned in the tender	Request IDBI to mention IK 06, IP protection rating for the reader in the technical specification	Duplicate Point Please Refer Point no-14

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52	Pg No 12, Eligibility Criteria	Sr no. 10	The bidder should have Supplied & installed at least one Access Control Systems solution as part of Security control system for data center location with minimum project value of Rs. 25 lakhs in the last three years (as on date of floating of RFP)	Is it is mandatory? System that is used in the datacentre and other location remains the same. So request to consider other than datacenter experience also	Duplicate Point Please Refer Point no-24
53	Pg No 12, Eligibility Criteria	Sr no. 12	The Bidder(s)/OEM, who have been associated with IDBI Bank Ltd for any contract for the past 5 years, have to submit the satisfactory performance certificate issued by the competent authority in the Bank	Is it is mandatory?	Duplicate Point Please Refer Point no-26
54	Page- No 15	Clause No- 4, Point-16	Overriding features should be available to take care of unexpected circumstances such as auto release of door lock opening or speed-lane opening up in case of an exceptional case.	Need Clarity	Duplicate Point Please Refer Point no-18
55	Page No-18	TECHNICAL SPECIFICATIONS, Clause No- 5, Point No- 15	The controllers should have communication facility though BACnet -IP, RS 485, TCI/IP, Mod bus.	Please confirm the purpose/application of the BACnet-IP & ModBus	Duplicate Point Please Refer Point no-27
Place: Mumbai Date : April 15, 2025					