

**TRIPURA STATE CO-OPERATIVE BANK LIMITED****A Schedule Bank****HEAD OFFICE :: AGARTALA :: TRIPURA****Post Office Chowmuhani, Agartala****West Tripura, PIN-799001.****Mail: tripurascbttd@gmail.com / coopbankho@tscb.co.in****No: TSCB/HO/IT/CBS/Tender/2025-26/ 3759/2025**
**International Year  
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**Dial:-0381-232-4011/5936/ 3929****FAX :- 0381-232-3144****Visit us : www.tscbank.nic.in****Date:28.07.2025.****CORRIGENDUM**

REF. : RFP No: TSCB/HO/IT/CBS/Tender/2025-26/03 dtd. 17.07.2025 FOR PROCUREMENT OF 400 BIOMETRIC FINGERPRINT SCANNERS

Tripura State Co-operative Bank (TSCB) had issued a Request for Proposal (RFP) for the procurement of 400 biometric fingerprint scanners, intended for deployment across TSCB branches. The purpose was to procure devices compatible with the Core Banking System (CBS), ensuring compliance to multifactor authentication in tandem to RBI and NABARD guidelines.

During the pre-bid meeting process, prospective bidders submitted queries and requested clarifications and modifications to certain tender clauses, technical specifications, and eligibility requirements. Following careful consideration, TSCB management hereby issues this corrigendum to address the observations raised and modify the original tender conditions as detailed below:

**2. Clarifications and Modifications**

Clause/Point	Original Requirement	Bidder's Observation/Request	TSCB Decision / Acceptance
<b>Minimum Eligibility - Point 5</b> Technical Capability	Supplied at least 200 biometric fingerprint scanners to banks in India in last 3 years. Submission of price masked PO copies and completion certificates required.	Request to allow supply to Banks or Govt/PSU or Pvt companies, and allow PO to be masked along with submission of documents.	<b>Supply to Banks or Govt/PSU will be accepted. Price masked POs with certificates are acceptable.</b>
<b>Minimum Eligibility - Point 6</b> Service Centre	Operational office & service centre in Tripura with centralized complaint monitoring system, list of service centres, toll-free number, email and escalation matrix required.	No service centre in Tripura. Centralized service centre in Ahmedabad with repair/replacement under warranty via courier services with toll-free support available.	<b>No Change in existing clause</b>
<b>5.1 Scope of Work - Supply and Installation</b>	Delivery, supply, testing, installation, and commissioning of 400 biometric devices in 66 branches.	Installation is not in vendor scope as devices are plug and play after CBS integration by TSCB's technology partner. Vendor willing to provide email/phone technical support for installation and commissioning.	<b>No Change in existing clause</b>



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<b>5.1 Integration</b>	Integration of scanners with TSCB CBS and UIDAI authentication systems complying with UIDAI and RBI guidelines.	Integration is the responsibility of CBS tech partner. Devices not for UIDAI authentication; hence UIDAI/RBI compliance is not applicable.	<b>No Change in existing clause</b>
<b>Training</b>	Provide training to branch officials on scanner operation and maintenance including user manuals in hard and soft copies.	Devices are plug and play; training not required. Will provide soft copy manual and organize web call if needed.	<b>No Change in existing clause.</b>
<b>Warranty</b>	Comprehensive onsite warranty for 3 years.	Vendor does not provide onsite warranty. Warranty covers all parts except cable and physical damage.	<b>No Change in existing clause</b>
<b>5.2 Technical Specifications - Point 3 (Sensing Area)</b>	Minimum sensing area 16 mm x 18 mm.	Device sensing area is 15 mm x 18 mm.	<b>Accepted.</b>
<b>5.2 Technical Specifications - Point 17 (Certifications)</b>	UIDAI certified, ISO 9001, BIS, ROHS, EMI/EMC certifications mandatory.	Device not UIDAI certified as it is for CBS login, ISO 9001 also not available but ROHS and EMI details will be provided.	<b>No Change in existing clause</b>
<b>5.3 Complaint Requirements – SLA Compliance</b>	Adhere to RBI, NPCI guidelines for biometric authentication.	Device not under RBI/NPCI audit/guidelines. Request removal of this clause.	<b>No Change in existing clause</b>
<b>5.3 Spare Parts Availability</b>	Spare parts availability for 7 years for repair.	Spare parts available at centralized office in Ahmedabad.	<b>No Change in existing clause</b>
<b>7. Submission Guidelines</b>	Deadline for submission 05th August 2025.	Request to extend submission deadline to 16th August 2025 for preparation.	<b>Partially Accepted. Revised Deadline for submission of bids 11<sup>th</sup> August, 2025 till 03:00 PM</b>



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3. The revised timeline can be seen as follows:

- Last Date for Submission of Bids: 11<sup>th</sup> August, 2025 till 03:00 PM
- Date of Technical Bid Opening: 11<sup>th</sup> August, 2025 at 03:30 PM

4. All other terms and conditions of the original RFP shall remain unchanged and binding on the bidders.

5. Bidders must take note of the above corrections and prepare their bids accordingly.

For any further clarifications, kindly contact the undersigned.

General Manager

