

Face Comparison Software Solution For Citizen Authentication For Friendly Electronic Services In Transp

S. No	Bidder Name	Section No.	Page No.	Point No.	Description	Amendments requested/ Justification for Change
1	Syntizen	1.1	10	d	Mobile App to accept the Selfie and to store the Digital certificate	Need more understanding on why Digital certificate should be stored in this scenario.
2	Syntizen	2.1	12	NA	Angle of image: The solution should support at least an angle of 45 degrees between line of sight and line joining Centre of eyes and Camera phone	We believe this point should say the following: "The solution should support upto 45 degrees angled between line of sight and line joining Centre of eyes and camera phone.
3	Syntizen	2.1	12	NA	Resolution: The solution should be able to support an image of resolution VGA (640x480) and at least 80 pixels in both dimensions.	We request Dept to clarify what is meant by 80X80. If this is the image dimension, the technology is not bothered by this. The technology looks for face resolution. We recommend to include the following: - Algorithm should be capable of enrolling images with the following specification: minimal quality: 30 pixels between pupils; recommended quality: 40 pixels between pupils; not blurred; recommended jpeg comparison: 90 or higher. - Algorithm should be capable of verifying images with the following specification: Min resolution of the face in the frame: 20 pixels between pupils. Recommended: 40 pixels; not blurred; recommended jpeg compression: 90 or higher.
4	Hyperverge	2.1	12	NA	"The solution shall have a response time of less than 2 seconds..."	Is it correct to interpret "response time" as time taken for the server to respond, once the complete request reaches the server? If not, request to kindly share the correct interpretation.
5	Hyperverge	2.1	12	NA	Scope of Desired Services	Is it correct to interpret that at every point in time, either during or after the project, the bidder will continue owning the technology/ code/ IP rights and that no part is expected to be transferred to TSTS/ SDC/ anybody else?

6	Hyperverge	2.1	12	NA	Scope of Desired Services	<p>Is it correct to interpret that if a situation arises that risks leakage of technology/ code/ IP rights, TSTS and service provider in close consultation can determine possible resolutions together?</p> <p>As highlighted in the tender, this is a specialised and recently built technology. For bidders to host this on State Data Centre, they will need maximum control on the hardware of this project throughout the time period. Any risks associated will have to be mutually discussed and resolved by both TSTS and service provider.</p>
7	Hyperverge	2.1.1	14	NA	"The solution shall be designed for an expected daily volume of 5000 to 8000 transactions. This may be interpreted as 13 to 21 Lakhs transactions every year."	Is it correct to interpret "transaction" as every set of two images that compared? If not, request to kindly share the correct interpretation
8	Syntizen	2.1.1	14	NA	The solution shall be designed for a 25% variation in the expected volume.	Please clarify that this will be 25% more than what is budgeted in the tender.
9	Syntizen	2.1.2	14	NA	The solution shall be integrated with other applications of Govt of Telangana over APIs.	As per the requirement specified in the tender, it states that the solution is for Transport department for an approximate daily volume of 5k to 8k, but if it is to be implemented to other applications of Govt. of Telangana the volumes may increase. Without knowing the exact volume estimating the budget will be difficult.
10	Hyperverge	2.1.3	14	NA	"The solution shall have a response time of at max 2 seconds."	Is it correct to interpret "response time" as time taken for the server to respond, once the complete request reaches the server? If not, request to kindly share the correct interpretation.
11	Hyperverge	2.1.5	14	2	"Provide Training to the Users"	Is it correct to interpret that this is about providing sufficient training to the development team to help them integrate our technology in their workflow? If not, request to kindly share the correct interpretation.

12	Syntizen	2.2	15	NA	<p>Single bidder</p> <p>The solution under this RFP is technology intensive. To take benefit of bidders having specialized expertise in Face Comparison, only single bidder is allowed. Any service provider may file the bid with anecessary authorization from an OEM.</p>	<p>Is it possible for an OEM with handful of expertisegloballyin face recognitiontechnology partneringwith a Indian company who has been handling various state govt projects and has core competence in Identity solutions participate in this tender together.</p>
13	Hyperverge	2.5	16	a	<p>"Service Provider should also run the system for one month along with the new service provider...."</p>	<p>This can only be done if the new service provider is able to to procure the same software licenses as the chosen bidder. Request for your kind confirmation on this please.</p>
14	Hyperverge	2.8	17	NA	<p>"The bidder will also incorporate new requirements"</p> <p>Is it correct to interpret that sufficient changes as defined in the scope of this project will be mutually discussed between TSTS and the chosen bidder are to be taken up as and when required? If not, request to kindly share the correct interpretation.</p>	<p>It will be extremely difficult for bidders to arriving at pricing with an open-ended statement that all changes will have to be done. It will help, if changes are restrcted to the orignial scope of the tender as highlighted in point 2.1</p>
15	Syntizen	2.9	17	NA	<p>Application Ownership & Licenses</p> <p>The ownership of the solution developed using the Face Comparison solution being provided under this RFP, the Hardware and Database would be with Government of Telangana.All licenses under this RFP would be in the name of TSTS. The cost should include the license requirement for HA (Active and Active)and alsofor the DR.</p>	<p>As per thePrebidmeeting, we understood that ownership of Hardware and FRS should be transferred.</p>
16	Syntizen	2.11	18	1	<p>The Solution Provider shall transfer all the assets including all its components of software solution to the state at the end of contract period at no additional cost to the state as per the exit plan.</p>	<p>Do we need to handover our code aswell?</p>

17	Syntizen	2.11	18	NA	TSTS may at its discretion extend the contract by one year at a time based on satisfactory performance.	Page 23 point 3 under section 3.1 says that the tender can be extended to two years, please clarify.
18	Hyperverge	2.11	18	2	"Solution provider should also run the system.."	This can only be done if the new service provider is able to procure the same software licenses as the chosen bidder. Request for your kind confirmation on this please.
19	Hyperverge	2.11	18	3	"System Manual detailing the data structure"	This may or may not be applicable to our technology. Is it okay to interpret that relevant manuals to be shared in consultation between the TSTS and the service provider? If not, request to kindly share the correct interpretation
20	Hyperverge	2.14.4	22	NA	"To be provided By" Is it correct to interpret that the TSTS (State Data Centre) would provide the necessary infra and support for the servers - including but not limited to - space, racks, electricity, network, cooling, static IPs, public IPs, SSL certificates etc for the servers? If not, request to kindly share the correct interpretation	It may be beneficial for all stakeholders involved if this support is provided by the state data centre.
21	Syntizen	3.1	23	3	The bidder (including OEM) should own the face comparison Technology The bidder should have provided Face Comparison technology to at least one customer from Banks/ Telecom/Central Government/ State Government in India in last Two (2) years as on bid calling date	Do the bidder also need the ownership of the software or an authorization letter from the OEM is enough.
22	Syntizen	3.1	23	3	The bidder should have provided Face Comparison technology to at least one customer from Banks/ Telecom/Central Government/ State Government in India in last Two (2) years as on bid calling date	We request to change this as follows: The bidder or OEM should have provided Face Comparison technology to at least one customer from Banks/Telecom/Central Govt/State Govt anywhere in the world in the last 2 years as on bid calling date

23	Syntizen	3.1	23	4	<p>Financial Information of the BidderThe bidder shall have minimum annual turnover of Rs. 2 crores in each of the last two (2) financial years i.e., 2017-18 and 2018-19 from IT services or solutions. A bidder without any experience in IT Services cannot file a bid.</p> <p>Out of the above, minimum annual turnover of Rs. 25 Lakhsinat least oneof the last two (2) financial years i.e., 2017-18, 2018-19 from providing software solutions inFace Comparison technologyto Banks/ Telecom/ Central Government/ State Governments in India</p>	<p>We are startup India and T-HUB recognized startup and request you to relax this criteria or consider it changing to turnover of 1crore average annual turnover of 2cr for two years. Also request you to exempt us from the annual turnover of 25 lakhs made fromFace Comparison technology</p>
24	Syntizen	3.1	23	NA	Pre-Qualification	<p>Werequest department to include the following crucial clauses to get accurate technology:</p> <p>Certifications: NIST FRVT 1:1 certified algorithm. Vendor providing the core facial recognition algorithm should have participated in NIST evaluation in 2019. The Face Recognition algorithm should be listed in top 10 of the NIST FRVT 1:1 evaluation in 2019 for VISA Photo dataset. Face Recognition Technology: Neural Network based</p>

25	Shell networks	3.1	23	4	Out of the above, minimum annual turnover of Rs. 25 Lakhs in at least one of the last two (2) financial years i.e., 2017-18, 2018-19 from providing software solutions in Face Comparison technology to Banks/ Telecom/ Central Government/ State Governments in India	Request you to kindly waive the annual turnover clause of Rs. 25Lakhs and retain atleast one software solution in Face Comparison technology to Banks/ Telecom/ Central Government/ State Governments in India
26	Hyperverge	3.2.1	26	NA	"Proof of Concept (PoC)" Is it correct to interpret that TSTS officials would manually capture 1 image using the vendor provided technology and another image would be stored in the database? or are both the images already captured and stored? Request to kindly share a random sample of 100 image sets on which the technology will be tested with all the bidders. This will help all the bidders optimise the AI engine specific to this image quality	Abikity to tune the engines for vaiorus image qalities is important and may result in better results overall for TSTS
27	Microsoft	-	-	-	-	If a user makes a new request after introduction of the service, will the user photos be saved in the system?
28	Microsoft	-	-	-	-	When send a user picture, will it be the latest picture in the system or oldest picture?
29	Microsoft	-	-	-	-	What is the expected userbase for the service?
30	Microsoft	-	-	-	-	Can the service provider store images in their DB?
31	Microsoft	-	-	-	-	What is the validation data size?

32	Microsoft	-	-	-	-	Will a sample data be shared for testing?
33	Microsoft	-	-	-	-	What is the age range of people taking the service
34	Microsoft	-	-	-	-	What is the minimum face area in the picture?

ort Department FEST In Telangana

TSTS Response/ Remarks
The requirement does not pertain to Face Comparison component of the solution.
The image captured should be similiar to a passport photograph captured at a close up, since these images may be used as photographs in identity cards
The solution should be capable of working with any smartphone cameras
Repsonse time is the time taken for the server to respond to the request, once the request reaches the server, process and return the results. Time of tranmission shall be excluded.
Yes. The bidder will continue owning the technology/ code/ IP rights and that no part of technology/ code/ IP rights is expected to be transferred to TSTS/ SDC/ any other party.

Yes, in case of a situation that risks leakage of technology/ code/ IP rights, TSTS and service provider can in close consultation determine possible resolutions. The State Data Centre holds all the Govt applications and has robust security system.

Transaction refers to each set of images compared.

The solution needs to be designed to cater to a 25% variation in the range of expected volume mentioned in the RFP within the SLA.

The clause in the RFP refers to other applications of Govt of Telangana which will be used as part of the solution for Transport Department only.

Response time is the time taken for the server to respond to the request, once the request reaches the server, process and return the results. Time of transmission shall be excluded.

The service provider shall provide sufficient training to the development team, required to integrate their technology.

Amendment:

As per the Pre-qualification criteria no. 3,
"The bidder (including OEM) should own the
face comparison Technology

The bidder should have provided Face
Comparison technology to at least one
customer from Banks/ Telecom/Central
Government/ State Government in India or
anywhere across the globe in
last Two (2) years as on bid calling date".

The condition requires solution to be
deployed at one of the customers in the
prescribed industries in India.

This shall be mutually discussed and
decided with a successful bidder.

Please refer section 2.1.1 of the RFP

Yes.

The solution provider would not be required
to handover the code.

<p>On year at a time for a maximum of Two years</p>
<p>This shall be mutually discussed and decided with a successful bidder.</p>
<p>The relevant manuals shall be shared in consultation between the TSTS and the service provider.</p>
<p>TSTS and SDC shall provide all the necessary support needed for the integration of the solution.</p>
<p>If the bidder does not own the software solution, an authorization letter (MAF) from the OEM will need to be submitted.</p>
<p>Amendment: The bidder or OEM should have provided Face Comparison technology to at least one customer from Banks/Telecom/Central Govt/State Govt anywhere in the world in the last 2 years as on bid calling date.</p>

Amendment:

Financial Information of the Bidder
The bidder shall have minimum annual turnover of Rs. 1 crore in each of the last two (2) financial years i.e., 2017-18 and 2018-19 from IT services or solutions. A bidder without any experience in IT Services cannot file a bid.

Out of the above, the bidder or the OEM should have a minimum annual turnover of Rs. 25 Lakhs in at least one of the last two (2) financial years i.e., 2017-18, 2018-19 from providing software solutions in Face Comparison technology to Banks/ Telecom/ Central Government/ State Governments in India or anywhere across the globe.

As per RFP

Amendment:

Financial Information of the Bidder
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As per the RFP

Work flow shall be decided later by the department

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Please refer section 2.1.1 of the RFP

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The POC will be conducted over a sample data of 500 -1000 pairs of facial images. This may, however, change upon discretion of TSTS.

Will be decided in due course.

Any citizen older than 18 years is only eligible for availing the service from Transport department. A base photograph of the citizen would exist in the database when he/she has availed the service previously from the transport department. Accordingly the difference in age of both the photographs should be taken into consideration.

The image captured should be similar to a passport photograph captured at a close up, since these images may be used as photographs in identity cards

Sd/-

Managing Director, TSTS