

Response to Pre-Bid Queries for RFP

RFP Ref. No. CPCM-05/2026-27 Date: 29-Apr-2026 GEM Bid No. GEM/2026/B/7487761

RFP Name Request for Proposal (RFP) for Procurement of Face Reader Devices across PAN India branches of StockHolding

Sr. No.	Page No.	RFP Clause	Clause Description	Query	StockHolding Remarks
1	10	Scope of Work	The proposed solution of the Face Reader hardware needs to be compatible with the Matrix COSEC Centra software. The solution must be fully interoperable and seamlessly integrated with StockHolding's existing internal system, which currently utilizes Matrix COSEC Centra for attendance management, ensuring continuity of operations and consistency.	<p>Could you please confirm if it is mandatory to provide Matrix software specifically? We have noted that Matrix software is generally not compatible with other OEM products, and their platform does not typically allow for the integration of third-party biometric devices.</p> <p>Given these constraints, we would appreciate it if you could clarify whether alternative software solutions that meet the RFP requirements will be considered.</p>	The clause for compatibility with existing Matrix COSEC Centra software is essential to ensure continuity of operations, data consistency, and seamless integration with the current attendance system. Hence, the clause will remain unchanged.