

Response to Pre-Bid Queries for RFP

RFP Ref. No. CPCM-02/2026-27 **Date:** 09-Apr-2026 **GEM Bid No.** GEM/2026/B/7370023

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	11	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>Matrix Coscec Centra Software -</p> <p>a. This in not a universal attendance software. This is proprietary and they themself are manufacturer of face & finger machines. They will not support any other OEM Products.</p> <p>b. MAF for the tender is not available and OEM says case is locked. Our suggestion</p> <p>Please remove the clause of Matrix Coscec software, add universal software clause for healthy competition. It will be sole responsibility of the bidder to provide new software at the same cost or work with the existing software.</p> <p>Due to this change bidder can quote with other hardware OEMs too.</p>	<p>a) Required for backward integration with current deployment architecture which has multiple compatibility aspects across multiple systems. Hence, the clause will remain unchanged.</p> <p>b) Bidder may please coordinate with OEM for MAF.</p>