

Request for Proposal (RFP)

For

Selection of agency for

(i) Supply of Biometric Attendance System and

(ii) Bihar Secretariat ID Card preparation job work



NIT No: BSEDCL/

Dated:

Bihar State Electronics Development Corporation Limited

(A Government of Bihar Undertaking)

Beltron Bhawan, Shastri Nagar, Patna – 800023 (Bihar)

Tel No: 0612-2281856, 0612-2281857 Fax No: - 0612-2281857

Web Site: www.beltron.in

RFP for Biometric Attendance System

Contents

1.0 General Information	4
1.1 Project Objective	4
1.2 Issuer	4
1.3 Enquiries & Clarifications	4
1.4 Key Events & Dates.....	5
1.5 Procurement of RFP Document.....	5
1.6 Pre-Bid Conference	5
1.7 Venue and deadline for Bid submission.....	6
1.8 Earnest Money / Performance Security Deposit	6
1.9 Project Scope	7
(A) Biometric Attendance System.....	7-8
(B) Contactless Smart Card for Biometric Attendance.....	8-9
2.0 Eligibility Criteria.....	9-11
3.0 Instruction to Bidders	11
3.1 General Term & Conditions.....	11-13
3.2 Contract Commitment.....	13
3.3 Bid Submission.....	13-14
3.4 Customization Process.....	14
3.5 Payment Terms.....	14
(a) Release of Payment.....	15
(b) For Sec ID Cards.....	15
3.6 Penalties.....	16
3.7 Delivery & Acceptance Testing.....	16-18
3.8 Information Ownership.....	18
3.9 Exit Option.....	19

RFP for Biometric Attendance System

4.0 Termination	19
5.0 Format of Financial Bid.....	20-22
5.1 Bid Opening and Evaluation.....	23
5.2 Evaluation and Methodology.....	23
5.2.1 General cum Technical Bid Evaluation	23-24
5.2.2 Commercial Bid Evaluation	24
Annexure: Technical Requirements	25
Annexure: Performance Bank Guarantee	26-28

RFP for Biometric Attendance System

1.0 General Information

Bihar State Electronics Development Corporation Ltd (herein after referred to as BSEDC Ltd.) a undertaking under Department of Information Technology, Govt. of Bihar, invites proposals from the Original Equipment Manufacturers (OEM) for their Business partner/ Agents duly authorized (for participation in this particular tender) for (i) "Supply, Installation, Commissioning and Maintenance of Biometric Attendance System at Bihar Govt. Offices/ across Bihar and subsequently carrying out AMC for further period from the date of acceptance". and (ii) 'Bihar Secretariat Smart (Biometric) and ID Card preparation job work' on behalf of Home(Spl.) Department, Govt. of Bihar.

Submission of bids shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. This RFP shall also be used for Rate Contract (RC) of these items and future requirement of Bihar Govt. shall be fulfilled from this RC.

1.1 Project Objective

The Request of Proposal (RFP) document is purely for the selection of Agency for (i) "Supply, Installation, Commissioning," and AMC (for 1 year after expiry of one year onsite warranty) of Biometric based attendance system (LAN based) for a period of at least 2 years from the date of contract signing and (ii) Bihar Secretariat Smart (Biometric) ID Card preparation job work for two years. This will help BSEDC to leverage the wide range of alternate biometric attendance system in their portfolio.

1.2 Issuer

Bihar State Electronics Development Corporation Ltd (BSEDC - herein after referred to as BSEDC) a undertaking under Department of Information Technology, Govt. of Bihar, invites proposals from leading firms for delivery of services for various Departments of Government of Bihar for the period of 2 years from the date of agreement.

1.3 Enquiries & Clarifications

Enquiries and clarifications, if any, shall be addressed to:

The Managing Director,

Bihar State Electronics Development Corporation Limited,
1st Floor, Beltron Bhawan, Shastri Nagar,
Patna – 800 023

Tel No: 0612-2281856, 2281857: Fax No: - 0612-2281857

Web Site: www.beltron.in

RFP for Biometric Attendance System

Email: vijay_sinha1963@yahoo.com; mdbeltron@bihar.gov.in

1.4 Key Events & Dates

Event	Target Date
Tender Document Sale Start Date	1st March 2019
BOQ Tender Sale End date	till 28th March 2019.
Last date to send in requests for clarifications on the tender	15th March 2019 at 3:00 P.M.
Date and Time for Pre- Bid Conference	At 4:00 P.M. on 15th March 2019 Venue: Beltron Bhawan, Shastri Nagar, Patna.
Corrigendum, if any to be uploaded	By 19th March 2019
Submission of Tender Documents	Till 28th March 2019, 3:00 PM
General cum Technical Bid opening	On 28th March 2019 at 4:00 PM
Financial Bid Opening	To be informed later

Note: This Tender Document is not transferable.

1.5 Procurement of RFP Document

Interested bidders can download RFP document from the Beltron website "www.beltron.in" up to 28.03.2019 till 3:00 PM and have to deposit a tender document fee with payment of the non refundable fee of Rs. 1000/- (Rupees one Thousand Only). This fee shall be paid in form of a demand draft of any nationalized bank located in India, payable at Patna, drawn in favor of "Bihar State Electronics Development Corporation Ltd" prior to the last date of tender submission. This tender document fee receipt is required to submitted along with the other tender document at the time of final tender submission prior to the last date of tender submission.

1.6 Pre-Bid Conference

The BSEDC shall organize a Pre Bid Conference on the scheduled date and time in the Beltron Bhawan, Patna. **The BSEDC may incorporate any changes in the RFP based on acceptable suggestions received during the interactive Pre-Bid Conference. The**

RFP for Biometric Attendance System

decision of the BSEDC regarding acceptability of any suggestion shall be final in this regard and shall not be called upon to question under any circumstances. The prospective bidders shall submit their questions in writing to reach BSEDC on or before 15/03/2019 till 3:00 PM. It may not be possible at the Pre Bid Conference to answer questions which are received late. The responses will be conveyed to all the prospective bidders (by way of hosting amendments / clarifications on the website i.e. at www.beltron.in in accordance with the respective clauses of the RFP within 7 working days of completion of the Pre Bid Conference and no participant would be intimated individually about the response of the BSEDC.

Maximum 1 (one) personnel from each bidder will be allowed to participate in the pre-bid conference.

1.7 Venue and deadline for Bid submission

Bidder can submit the Proposal/tender before 18/05/2016 till 3:00 PM in prescribed manners in sealed envelope at Beltron Bhawan, Patna. BSEDC shall not be responsible for any delay in depositing the documents/ tender. No further correspondence on this matter will be entertained.

1.8 Earnest Money / Performance Security Deposit

The General cum Technical Bid should also contain relevant supporting documents like (i) the entire under documents duly signed on all pages as proof of acceptance of terms of the tender (ii) product brochure (iii) authorization (iv) Technical bid formation and compliance sheet etc. Earnest Money Deposit as per details given below, by Demand Draft/ Irrevocable Bank Guarantee (valid for nine month) of any nationalized bank drawn in favor of "Bihar State Electronics Development Corporation Ltd. Patna". EMD for this project is Rs. 1,00,000/- (Rupees One Lakh only). The Earnest Money Deposit of the unsuccessful bidders will be refunded without any interest within one month from the declaration of successful L1 bidder. The amount of bid security/EMD would be forfeited, in case:

- The Vendor withdraws the bid prior to validity period of the bid;
- The Vendor refuses to accept and sign the contract as specified in this document

In the case of bidders whose bids are accepted for undertaking the work assigned for this tender, this successful bidder will submit a Performance Security deposit, which will be equal Rs. 2.00 Lacs. The same would have to be in form of irrevocable valid Bank Guarantee and would have to be submitted within 7 days from the issuance of the LoI. The successful bidder will also submit an acceptance of the LoI within three days from the awarding of the Contract.

RFP for Biometric Attendance System

Earnest Money Deposit of the successful bidder will be refunded on receipt of Performance Security Deposit from the bidder. Performance Security deposit will be in the form of irrevocable Bank Guarantee drawn in the name of "Bihar State Electronics Development Corporation Ltd." valid for the entire contract period(27 months from date of agreement/Acceptance of LOI).

1.9 Project Scope

The minimum specified work to be undertaken by the bidder for setting up and operating the Biometric attendance system is as specified below:-

The scope of work will include the following, but is not limited to:

(A) Biometric Attendance System;

- Supply and Installation of the equipment: The selected bidder shall be responsible to procure and install all the necessary IT components at each location. The selected vendor will be responsible to undertake all the work related to the installation of the components. Some of the key considerations are:
 - The vendor should responsible for data transfer mechanism from attendance reader to identified server/ computer desktop
 - The device shall work in stand alone (offline)mode in case of no network connectivity
 - Care must be taken that the attendance data alone should not get damaged, tempered or manipulated while being transferred
 - To ensure safety the attendance data may be encrypted and transferred
- Installation shall mean to install and configure /integrate every component required for functioning of the Biometric Attendance System
- The vendor shall be responsible for the integration of the Biometric attendance device to the central repository and its maintenance. Networking of the devices should be using Ethernet LAN/WAN or wi-fi Access Points or dial-up modem communication (using suitable External Hardware). The system should be configured in a way to give reliable and authentic attendance output. It is in the interest of the bidder to fulfil the requirements of the system in a best possible way. The satisfaction of client department should be given high priority.

RFP for Biometric Attendance System

- The vendor shall also have the facility for remote management of all machines (LAN and 3G/2G GPRS based)
- Enrolment process of new employee: The data of employees to be enrolled will be provided by department, the unique number of the attendance purpose is the number of the employee. During enrolment the UID number of Government employees shall also be collected by the vendor and mapped against the unique number of the employee for the attendance purpose. Vendor has to capture finger print, picture through digital camera and personal information data against the employee master data of department
- The vendor will have to do offline enrolment of number of employees. In case of no electricity, he can use the laptop and USB plug-in featured biometric device. Once he/she finishes the bulk enrolment, he will be required to upload the data directly on the Central Database server using GPRS/3G infrastructure by vendor applications.
- Vendor to map name, designation, department, Biometric and Photograph for purpose of attendance and store the same and also provide the same to department in soft copy.
- For roaming employees who need to mark their attendance at more than one location, contactless cards shall be mandatory.

(B) Contactless Smart Card (Biometric):

(i) Vendors will work with uniform storage structure so that the cards work across different biometric machines/ devices of different vendors. The format for data encryption, design, and colour scheme of the contact less attendance card shall be provided by BSEDC. It will be responsibility of the vendor to encrypt the data on the card as per the specifications of department/BSEDC

(ii) Based on documents received from BSEDC Ltd/ Home (Spl.) Department, Govt. of Bihar, Patna, the vendor has to collect data including Biometric impression for Smart Card with 'Employees information on Smart Card as well on chip'. Some of the 'Employees information sheet has to be personalized and printed on the card with the creation of unique ID for each employees. Available previous data of about 20,000 employees has to be integrated from available Sec ID data base in various database format.

The vendor will have to do offline enrolment of number of employees. In case of no electricity, he can use the laptop and USB plug-in featured biometric device. The equipments set in desired number to be installed by vendor in secretariat campus, if space is provided, for enrolment including photography and collection of biometric data and also for delivery of i-cards.

RFP for Biometric Attendance System

(iii) The vendor should ensure that the card should be delivered for maximum 10 days. However, for 3 starred and above rating (there is starred rating system to be printed on the cards), this delivery times is maximum 3 days.

(iv) The Responsibility of delivery of the card to the individual employees timely lies with the vendor within stipulated time period.

(v) Monthly report (in hard and soft copy) of card preparation to be submitted to BSEDC Ltd. in the approved format in the form of MIS

(vi) Quarterly billing should be done by vendor with release MIS and proof of receiving from employees and along with their name, designation, department, telephone number, Order number of BSEDC Ltd for random authentication.

(vii) Vendor may maintain the central database of all; the employee data along with the fingerprint templates mapped to the employees. The vendor shall deploy a component at department server to enable real time data PUSH from the biometric machine.

(viii) All required hardware and appropriate software for preparation of Secretariat Smart Card like computer, UPS, Card-Printer, Biometric Scanner, equipment relating to collecting thumb impression, digital camera, electronic signing-pad, related software etc. are to be arranged in appropriate quantity and are to be provided at installed by the vendor and identified place. All kinds of consumables are to be provided by vendor for this purpose.

(C) PVC ID Card (optional) : BSEDC Ltd./ Department may decide to implement this Secretariat ID Card Project for ID Card preparation job with non-chip based simple PVC card with the given specification without entry of Biometric data of employee to be embedded on electronic chip. Other than Smart Card (chip based), all deliverables will be as per the condition as mentioned on Para 2.0 (B) above.

2.0 Eligibility Criteria

Eligibility Criteria

The call center vendor must satisfy the eligibility criteria as given below. Vendor is required to provide the supportive documents for eligibility proof.

- a) The Vendor should have a minimum turnover of 25 lacs per annum for any year in the past 3 financial year i.e. 2014-15, 2015-16 and 2016 – 2017
- b) The bidders must be registered for Goods and Service Tax (GST) and PAN (Income Tax) issued by concerned authority of Government of India. The Bidders should also have specific Certifications/registrations like GST . The Vendor should have positive net worth.

RFP for Biometric Attendance System

- c) The Vendor should have been in business of IT business for at least in the past 3 years and running the IT JOB of a government department/PSU/Telecom Operator for the last 2 year at single location in Patna.
- d) The Vendor should have an established setup in Patna.
- e) The vendor must have received and executed one order for Rupees one lac or more in past one year for either Biometric attendance system sales or Biometric /smart/PVC i-card preparation.

Eligibility proof submission format

- A copy of the credential letters from clients.
- Bidder's Information
 - a) Provide details of organization along with all the key contacts including their work phone, Mobile phone, work address and e-mail details.
 - b) Provide certificate of incorporation
 - c) GST and PAN (Income Tax) related certificate issued by concerned authority of Government of India
 - d) specific Certifications/Registrations like GST/VAT No, (Copy of the certificate(s))
 - e) Provide audited annual statement of accounts for the last 3 financial year i.e. 2014-15, 2015-16 and 2016 – 2017 in support of the following:
 - Turnover and profit from products / services
 - Net worth statement of the company
 - Locations in which the company has offices
 - Total number of employees in Patna
 - e.) Provide the necessary documentation in support for the vendor of the following:
 - Number of years in this business and relevant business lines
 - Purchase/work order copy
- Technical Capability (Document should contains below mentioned points)
 - a.) Solution Proposed for the requirements illustrated in the RFP

RFP for Biometric Attendance System

- End to End to solution on how desks would be set up which covers all the requirements

b.) Solution Implementation capability

I. Implementation Details:

c.) Details of the location / centre proposed

- Clients served from the location
- Kinds of processes being run from the location
- Infrastructure details of the location – Power backup, Telecom infrastructure, Physical security
- People at the location – Profiles of the centre head, Program manager, Team lead, Quality personal

d.) Credentials

Describe your company's experience in providing the products and services, Relevant to this request, in the following format:

- I. Credentials in running IT Business of a Government Department/PSU/Telecom operator in Patna for at least one year
- II. Name of the company
- III. Year of Operationalization
- IV. Key client references for each product providing details such as name, address, e-mail address, phone no., fax no. and mobile no.

3.0 Instruction to Bidders

3.1 General Term & Conditions

- a) The BSEDC expects the vendors to adhere to the terms of this Request for Proposal (RFP) and would not like or accept any deviations to the same. If the vendors have absolutely genuine issues only then should they provide their nature of non – compliance to the same in the format provided. The BSEDC reserves its right to not accept such deviations to the tender terms.

RFP for Biometric Attendance System

- b) The BSEDC intends the vendor appointed under the RFP shall have the single point responsibility for fulfilling all obligations and providing all deliverables and services required for successful implementation of the project, notwithstanding the fact that the vendor may appoint / procure services of third party suppliers (including software providers) to perform all or part of the obligations contained under this RFP. However, BSEDC is going to enter into agreement only with the successful bidders only (Schedule wise).
- c) Unless agreed to specifically by the BSEDC in writing for any changes to the RFP issued, the vendor responses would not be incorporated automatically in the RFP document.
- d) Unless expressly overridden by the specific agreement to be entered into between the BSEDC and the vendor, the RFP shall be the governing document for arrangement between the BSEDC and the vendor.
- e) Each offer should specify only a single solution, which is cost-effective and meeting the tender specifications. It is the responsibility of the Vendor to decide the best suitable solution.
- f) In the event the Vendor has not quoted for any mandatory or optional items as required by the Vendor and forming a part of the RFP document circulated to the vendors and responded to by the vendors, the same will be deemed to be provided by the Vendor at no extra cost to the BSEDC.
- g) All out of pocket expenses, traveling, boarding and lodging expenses for the entire life of the contract should be a part of the financial bid submitted by the Vendor to the BSEDC. Extra costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc. will be payable by the BSEDC for supply and jobs related to outside Patna.
- h) The Vendor is requested to quote in Indian Rupees ('INR'). Bids in currencies other than INR would not be considered.
- i) The prices quoted by the Vendor shall include all costs such as, statutory taxes, levies, cess, excise and custom duties that need to be incurred. No additional amount will be paid to vendor besides amount mentioned in contract agreement if vendor successful clear SLA's.
- j) The Vendor should undertake that the proposed data and its Documentation and/or use of the same shall not be passed on to or any third party without explicit written permission of BSEDC Ltd.

RFP for Biometric Attendance System

- k) The BSEDC would not be liable to pay any expenses incurred by the Vendor in preparation of the response to this RFP and also would not return the bid documents to the vendors.
- l) Any publicity by the Vendor in which the name of the BSEDC is to be used should be done only with the explicit written permission of the BSEDC
- m) This RFP may undergo change by either additions or deletions or modifications before the completion of the tendering process by the BSEDC. The BSEDC also reserves the right to change any terms and conditions of the RFP and its subsequent addendums as it deems necessary at its sole discretion. The BSEDC will inform all vendors about changes, if any.
- n) If required by the BSEDC, Vendors should provide complete details of any subcontractor/s used for the purpose of this engagement.

3.2 Contract Commitment

The BSEDC intends that the contract, which is contemplated herein with the vendor, shall be for a period of 2 years from date of agreement

3.3 Bid Submission

The Bids are to be submitted as two bids system. The first bid will be General cum Technical bid and the second bid will be financial bid. each bid to be submitted in separate sealed envelope and finally both the envelopes to be kept in one bid envelope along with the tender name, opening data, tender number and data written clearly on the envelope. Before due date and time at BSEDC Ltd., Beltron Bhawan, Shastri Nagar, Patna.

Bidders are requested to quote the rates in the desired financial/commercial format of the tender doc in sealed envelope with the heading " commercial bid for Biometric Attendance system and Sec ID CARD job work (Not to be opened)" addressed to the office of the undersigned. In the separate envelop with the heading (General cum Tech Bid all required documents duly signed relating to eligibility criteria, product brochure, authorization certificate, the whole tender doc duly signed, proof of deposit of EMD Money and Tender document fee to be submitted in separate sealed envelope. The firms address and contact no. should also be mentioned on both the envelopes. Bidders are further requested to put signature of authorized person of your firm with stamps on all the pages of the enclosed document as a token of acceptance of scope of work and terms and condition of the bid and submit the same to in the General cum technical bid envelop.

RFP for Biometric Attendance System

3.4 Customization Process

The vendor shall ensure that the Application utilized as a part of the Project meets all the requirements described in Functional Requirements and that the software provider carries out all such customization or development work as may be required by the BSEDC at no additional fees or expenses. The vendor shall provide all the reports as per the requirements of the BSEDC. The precise scope of the customization and development work to be undertaken by the vendor shall be as per the requirements of the BSEDC as described in this RFP. The BSEDC shall be a party to the Functional Specifications requirement sign-off or User acceptance test or User acceptance test sign-off and Implementation sign-off. The vendor shall provide all tools, testing instruments, drivers etc. required to install and customize and test the software free of any fees or charges or any expenses. The vendor shall be required to ensure that the software provides interfaces to the other application systems at the BSEDC as specified at no additional cost or fees or charges or expenses. The vendor shall provide the BSEDC weekly progress report on the bugs/problems reported/points taken up with schedule of date of reporting, date of resolving, and status for all kind of bugs and problems.

3.5 Payment Terms

The vendor must accept the payment terms proposed by the BSEDC which are given below. The financial bid submitted by the vendor must be in conformity with the payment terms proposed by the BSEDC. Any deviation from the proposed payment terms would not be accepted.

(a) For Biometric System

Release of Payment

Sl. no.	Percentage (%) of payment	Condition/Event
1	0%	No advance payment shall be made
2	90%	On successful delivery and installation (original, Duly sealed and signed) is to be obtained from the end user/ department. The bills for payment would only be raised after

RFP for Biometric Attendance System

		that.
3	10%	After Installation and/or commissioning wherever required and verification thereof at respective locations and successful performance for at least 12 months places of installation. It is essential to have no complaint from the user regarding performance/shortcoming of the installed systems. If bidders wish to claim the last 10% payment after successful performance of 3 months, the same can be released against submission of separate BG for remaining 9 months.

(b) For SEC ID Cards

Sl. no.	Percentage (%) of payment	Condition/Event
1	0%	No advance payment shall be made
2	90%	On successful delivery of Sec ID Cards and proof of receiving of ID Cards by employees. Billing to be done quarterly along with copy of receiving of cards along with MIS having name, designation, Department Name, Photograph and corresponding Home department and BSEDC order ref number. Soft copy of this MIS is also to be provided to BSEDC with bills.
3	10%	After one year of billing

3.6 Penalties

Sl. no.	Location of Complaint	Response Period (visiting site)	Resolution Period
1	In Patna District	Next Business Day	3 Working Days from the date of complain
2	Outside	Next 2 Business	4 Working Days from the date

RFP for Biometric Attendance System

			of complain
3	Patna (Sec ID Card)	7 days	15 days

NOTE:- Beyond resolution period, liquidated damage shall be imposed @ 1.5% cost of equipment/ card per week of delayed time (maximum upto 10% of cost of equipment/ card))

3.7 Delivery & Acceptance Testing

It is expected from the successful bidder that complete solution including supply and installation will be deployed and implemented at vendor premises within 30 days of the purchase order. It is also expected from successful bidders that necessary module like Frequently Ask Question (FAQ) related to department, escalation matrix, call resolution mechanism etc in coordination with the BRDS within 30 days of the purchase order. Any deviations from the timelines as mentioned from vendor side may result in penalty.

The BSEDC may carry out the acceptance tests for testing of supplied goods and services including interfaces. The Vendor shall assist the BSEDC in all acceptance tests to be carried out by the BSEDC. All cost for acceptance testing including location visiting fare/charges & staying arrangement for BSEDC Officials will be arranged and borne by the Vendor. Obtaining of certificate relating to satisfactory performance of system from client department/ agency is role responsibility of vendor and the same should be submitted with the bills.

Bill of Material:

Schedule 1 Unpriced Bill of Materials

Sl. No.	Item Description	Specification
1	LAN based Biometric Reader With Web Based Time Attendance Software per Reader	High Resolution Optical finger print scanner minimum 500 dpi
		Visual enrolment color display
		Person name and ID display
		Ethernet RJ 45 TCP/IP protocol/USB Port
		Operating temp. 0 to 50 degree centigrade
		Voice based confirmation/ rejection system
		Operating voltage:12 to 24 volts
		Automatic server to device synchronization

RFP for Biometric Attendance System

		Online and Offline data transmission
		Automatic finger print/ smart card/Finger print and Smart card Detection and Activation
		Access control feature inbuilt
		Transaction record: 50,000 impressions (storage capacity to store attendance of at least 500 persons for minimum of 15 days)
		User capacity 3,000 identities (2 figures of each identity)
		CE/FCC, RoHS certification
		Web and Browser based with server license
		Computable with Open standard Database
		Customized report column
		Requirement of Specification of Server
		Database backup and restore feature
		Data push features from server to device
		Separate interface for device management
		Uptime and Downtime of Reader status Report
		Automatic reporting weekly , monthly and yearly wise attendance list, Late coming report, Early going report, Over time report, Monthly Attendance register etc.
2	Power cabling from Office Power Plug to Reader with Proper Casing Per Reader up to 54 Meters	All items should be ISI
3	CAT6 LAN Cabling with I/O Box from switch to Reader with proper Casing per reader up-to 5 meters	OEM make
4	1 Year Onsite on all above mentioned Items	Warranty should be as per SLA defined in the document

Schedule 2 Unpriced Bill of Materials

Sl. No.	Item Description	Specification
1		Contact less Card
		4K Mil fare 4 byte/byte UID card with Art work and

RFP for Biometric Attendance System

Personalized Contactless 4 K Smart Card with Art Work, Personalization and Employees Personal Data Printing for ID and Punch Biometric Attendance	employee data printing with card holder and printed Ribbon
	Embedded Antenna
	Range of Operation: about 2.5" to 3.9"
	Dimension: standard credit card size (Length 3.375"X Width 2.125")
	Material: PVC
	Card should be readable by all other manufacturers readers
	Collecting Photo from Digital camera
	Scanning of 2 fingers for each employees
	Collecting personal information of each employee in text form

Schedule 3 Unpriced Bill of Materials (Optional Item)

1 (a)	Personalized PVC Card with Art Work, Personalization and Employees Personal Data Printing	Contact less Card
		PVC COLOUR card with Art work and employee data printing with card holder and printed Ribbon
1 (b)		Range of Operation: about 2.5" to 3.9"
		Dimension: standard credit card size (Length 3.375"XWidth 2.125")
		Material: PVC
		Collecting Photo from Digital camera
		Collecting personal information of each employee in text form

3.8 Information Ownership

All information processed, stored, or transmitted by Vendor belongs to the BSEDC. By having the responsibility to operate the proposed call center solution, the Vendor does not acquire implicit access rights to the information or rights to redistribute the information. The Vendor understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately. For this the vendor has to enter into a Non-Disclosure agreement with the BSEDC that all the information on customer data will be

RFP for Biometric Attendance System

protected using appropriate security measures. Any legal issues due to leak or disclosure of information of the citizen's data will be vendor liability and any cost on the issue will be borne by the vendor. All dispute related with this RFP shall have Patna jurisdiction.

3.9 Exit Option

BSEDC reserves the right to cancel the contract in the event of happening one or more of the following events:

- a) Delays in delivery of service as specified in the scope of the project
- b) Serious discrepancy in delivery of services or the performance levels agreed upon, which have an impact on the functioning of the call center
- c) In addition to the cancellation of purchase contract, BSEDC reserves the right to appropriate penalties and liquidated damages

4.10 Termination

BSEDC shall be entitled to terminate the agreement with the vendor at any time by giving sixty (60) days prior written notice to the Vendor. BSEDC shall be entitled to terminate the agreement at any time by giving notice if:

The vendor breaches its obligations under the RFP or the subsequent agreement and if the breach is not cured within 15 days from the day of notice. The vendor (i) has a winding up order made against it; or (ii) has a receiver appointed over all or substantial assets; or (iii) is or becomes unable to pay its debts as they become due; or (iv) enters into any arrangement or composition with or for the benefit of its creditors; or (v) passes a resolution for its voluntary winding up or dissolution or if it is dissolved.

The vendor shall have right to terminate only in the event of winding up of BSEDC.

RFP for Biometric Attendance System

5.0 Format for Financial Bid

To,

The Managing Director

BSEDC Limited,

Beltron Bhawan, Shastri Nagar

Patna- 800023

Reference :- Financial Bid for "Supply, Installation, Commissioning and AMC (For 2 years after expiry of one year onsite warranty) of Biometric Attendance System for period of 2 Years (Rate valid for 2 years).

Sir,

Having examined the Bid Document NIT no. ----- dated ----- we the undersigned, offer to quote the amount including all Taxes for delivery of services mentioned in the tender document.

Schedule 1 Financial Bid

Sl. No.	Item Description	Unit Price in Rs.(Inclusive of all Taxes with Installation and Commissioning)
1	LAN based Biometric Reader with Web based Time Attendance Software Per Reader/unit with power and LAN Cabling	1. Rs.-----per unit
2	Power Cabling from Office Power Plug to Reader with Proper Casing Per Reader	2. Rs.-----per meter

RFP for Biometric Attendance System

3	CAT6 LAN cabling with I/O Box from Switch to Reader with proper casing per Reader	3.CAT 6 UTP Cable Rs.----- ----per meter 4.I/O Box Rs.-----per unit 5. Cable Casing Rs.----- per meter
	Sub Total	
4	AMC for item no. 1 to 3 for one year after expiry of one year warranty	
	TOTAL(1+2+3+4)	

Schedule 2 Financial Bid

Sl. No.	Item Description	Unit Price (Inclusive of all Taxes with Installation and Commissioning)
1	Personalized Contactless 4K Smart Card with Art Work, Personalization and Employees Personal Data Printing for ID and Punch Biometric Attendance	
2	Data collection of Employee in Digital Photo, 2 Fingers Impressions and Employee Personal Information	
	Total	

Schedule 3 Financial Bid (Optional Items)

Sl. No.	Item Description	Unit Price in INR(Inclusive of all Taxes with Installation and Commissioning)
1	PVC Personalized Card with Art Work, Personalization and Employees Personal Data Printing for ID	
2	Data collection of Employee in Digital Photo, and Employee Personal Information	
	TOTAL	

RFP for Biometric Attendance System

Note:- 1. Optional items will be considered for decising L1 price separately upon requirement

2. L1 will be declared schedule wise at L1 price

3. If L1 fails to deliver goods and services in time, L2 will be awarded the job at L1 rate, if agreeable.

CONDITIONS:

i. We undertake, if our Bid is accepted, we will deliver services mentioned in the tender document.

ii. We agree to abide by this Bid for a period of 180 days after the date fixed for opening of the financial bid and shall remain binding upon us and may be accepted at any time before the expiry of that period.

iii. Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding contract between us.

iv. We understand that in competing for and if the award is made to us, in executing the above contract we will strictly observe the laws against fraud and corruption in force in India namely " Prevention of corruption act 1988".

Bid Validity

The Bid is valid for a period of 180 days from the date of opening of Financial Bid.

Place

Date

Signature and Seal of the Bidder

5.1 Bid Opening and Evaluation

General Instructions:

- a) The Vendor needs to comply with all the eligibility criteria mentioned above. Noncompliance to any of these criteria would result in outright rejection of the vendor's proposal.
- b) The Vendor is required to provide proof for each of the points for eligibility evaluation. General cum Technical bid not accompanied by relevant proof documents from the clients will not be considered for evaluation.

RFP for Biometric Attendance System

- c) Any assumptions made by the vendor's in response of this RFP will be their own risk and cost. The BSEDC will not be liable for any such assumptions / representations made by the vendor's. The BSEDC's assumptions and decision will be final.
- d) The BSEDC reserves the right to disqualify the vendor who does not submit sufficient proof of their credentials as prescribed in eligibility criteria.

5.2 Evaluation Methodology

The evaluation will be a two-stage process

Stage 1 – General cum Technical Bid Evaluation

Stage 2 – Commercial Evaluation

5.2.1 General cum Technical Bid Evaluation

The evaluation will involve validating the credentials submitted in the format as prescribed. Credentials without valid proof will be invalid and will not be considered for eligibility.

The BSEDC reserves the right to accept or reject proof of credentials at its sole discretion without having to give reasons to the vendors thereof.

The vendors proposed implementation methodology, project management methodology and facility management methodology will also be considered for General cum Technical evaluation.

If required, vendor is also required to arrange visits of BSEDC officials to the sites already operationalised by the vendor and locations / facilities where vendor is proposing the call center for BSEDC. If the BSEDC is not satisfied / convinced with the existing site of the vendors, BSEDC can disqualify the vendor. The cost related to site visits by BSEDC's Officials will be borne by the Vendor.

The following weight age criteria will be adopted during technical evaluation:

In the event only one vendor qualifies, the BSEDC will have the right to place the order with the single qualified vendor. In the event that none of the vendors qualify, then the BSEDC at its discretion may choose to waive criteria to select two topmost vendors. Only those vendors who fulfill the BSEDC's functional & technical requirements and complied with eligibility criteria will be short listed for commercial bid opening.

RFP for Biometric Attendance System

5.2.2 Commercial Bid Evaluation

The commercial bid has to be provided based on the format provided in the RFP. BSEDC reserves the right to place an order for additional work at the price quoted at any time during the three year period.

After the 3 year contract period BSEDC will re-negotiate the contracts on a mutually agreeable basis.

The Vendor whose quote is the lowest will be the L1 vendor and will be invited for final award of contract.

Please note that failure or refusal on part of the selected vendor to offer the services at the price committed shall result in forfeiture of the EMD to BSEDC. BSEDC reserves the right to reject any or all proposals.

Annexure: Technical Requirements

S.No	Requirements	Vendor 's Response	Remarks
1.	Hardware		
	Mention the technology hardware would be based upon		

RFP for Biometric Attendance System

	(If you have specific hardware in the proposed solution, Please give brief details)		
	Is the hardware branded (Please list the brand and model)		
	With which brand of phone sets is the proposed solution compatible		
	Is there a facility to monitor the hardware failures		
	What is the storage capacity		
2.	Business Continuity		
	Local storage on Biometric System		
	Does the system have inbuilt redundancy,		
	Does the proposed solution have well documented		
3.	Data Bases		
	What type of database(s) will be used		
4.	Interfaces		
	Having Fax module to receive/send reports		
5.	Disaster Recovery Process		
	Does the proposed solution has Disaster recovery system well in place		
4.	Audit Trail		
	Ability to have audit trails with all the related fields, such as User ID, login and logout time, changes made before and after, Machines ID.		
5.	Software (soft copy in CD/DVD)		

Annexure: Performance Bank Guarantee

To,

-----,

-----,

-----.

RFP for Biometric Attendance System

In consideration of M/s BSEDC having its registered office at Beltron Bhawan, Shastri Nagar, Patna 800 023 (hereinafter referred to as "Purchaser") having agreed to purchase services for Call Center project on outsourced model (hereinafter referred to as "Goods") from M/s ----- (hereinafter referred to as "Contractor") on the terms and conditions contained in their agreement/purchase order No----- dt. ----- (hereinafter referred to as the "Contract") subject to the contractor furnishing a Bank Guarantee to the purchaser as to the due performance of the Call center solution, as per the terms and conditions of the said contract, to be offered by the contractor and also guaranteeing the operation & maintenance, by the contractor, call center solution as per the terms and conditions of the said contract;

1) We, ----- (Bank) (hereinafter called "the Bank"), in consideration of the premises and at the request of the contractor, do hereby guarantee and undertake to pay to the purchaser, forthwith on mere demand and without any demur, at any time upto ----- any money or moneys not exceeding a total sum of Rs----- (Rupees----- only) as may be claimed by the purchaser to be due from the contractor by way of loss or damage caused to or would be caused to or suffered by the purchaser by reason of failure of computer hardware to perform as per the said contract, and also failure of the contractor to maintain the computer hardware and systems as per the terms and conditions of the said contract.

2) Notwithstanding anything to the contrary, the decision of the purchaser as to whether Web Site has failed to perform as per the said contract, and also as to whether the contractor has failed to operate and maintain call center solution as per the terms and conditions of the said contract will be final and binding on the Bank and the Bank shall not be entitled to ask the purchaser to establish its claim or claims under this Guarantee but shall pay the same to the purchaser forthwith on mere demand without any demur, reservation, recourse, contest or protest and/or without any reference to the contractor. Any such demand made by the purchaser on the Bank shall be conclusive and binding notwithstanding any difference between the purchaser and the contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

3) This Guarantee shall expire on -----; without prejudice to the purchaser's claim or claims demanded from or otherwise notified to the Bank in writing on or before the said date i.e. ----- (this date should be date of expiry of Guarantee).

4) The Bank further undertakes not to revoke this Guarantee during its currency except with the previous consent of the purchaser in writing and this Guarantee shall continue to be enforceable till the aforesaid date of expiry or the last date of the extended period of expiry of Guarantee agreed upon by all the parties to this Guarantee, as the case may be, unless during the currency of this Guarantee all the dues of the purchaser under or by

RFP for Biometric Attendance System

virtue of the said contract have been duly paid and its claims satisfied or discharged or the purchaser certifies that the terms and conditions of the said contract have been fully carried out by the contractor and accordingly discharges the Guarantee.

5) In order to give full effect to the Guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the contractor hereby Guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights if any which are in any way inconsistent with the above or any other provisions of this Guarantee.

6) The Bank agrees with the purchaser that the purchaser shall have the fullest liberty without affecting in any manner the Bank's obligations under this Guarantee to extend the time of performance by the contractor from time to time or to postpone for any time or from time to time any of the rights or powers exercisable by the purchaser against the contractor and either to enforce or forbear to enforce any of the terms and conditions of the said contract, and the Bank shall not be released from its liability for the reasons of any such extensions being granted to the contractor for any forbearance, act or omission on the part of the purchaser or any other indulgence shown by the purchaser or by any other matter or thing whatsoever which under the law relating to sureties would, but for this provision have the effect of so relieving the Bank.

7) The Guarantee shall not be affected by any change in the constitution of the contractor or the Bank nor shall it be affected by any change in the constitution of the purchaser by any amalgamation or absorption or with the contractor, Bank or the purchaser, but will ensure for and be available to and enforceable by the absorbing or amalgamated company or concern.

8) This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation or in substitution of any other guarantee or guarantees heretofore issued by us (whether singly or jointly with other Banks) on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and also for the same purpose for which this guarantee is issued, and now existing uncanceled and we further mention that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees heretofore issued by us on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and for the same purpose for which this guarantee is issued.

9) Any notice by way of demand or otherwise under this guarantee may be sent by special courier, telex, fax or registered post to our local address as mentioned in this guarantee.

10) Notwithstanding anything contained herein:-

RFP for Biometric Attendance System

- Our liability under this Bank Guarantee shall not exceed Rs------(Rupees--
i) -----only);
- ii) This Bank Guarantee shall be valid upto -----; and
- iii) We are liable to pay the Guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before ----- (date of expiry of Guarantee).

11) The Bank has power to issue this Guarantee under the statute/constitution and the undersigned has full power to sign this Guarantee on behalf of the Bank.

Date this ----- day of ----- 2016 at -----

For and on behalf of ----- Bank.

sd/- -----