

Request for Proposal

For

**Supply, Installation, Commissioning & Maintenance
of Biometric Attendance Machines for**

MUNICIAPAL COPORATION BATHNDA

Municipal Corporation, Bathinda

NOTICE INVITING TENDER

MUNICIPAL CORPORATION BATHINDA invites online bids from eligible bidders through etenderpunjabgovt.gov.in for "**Supply, Installation, Commissioning & Maintenance of Biometric Attendance Machines for MUNICIPAL CORPORATION BATHINDA**".

The details are as under.

Sr.No	Event's Name	Information
1.	Estimated Cost of the work	Rs. 10,00,000 (Rupees Ten Lakhs Only)
2.	Tender document Fee	Rs. 2,000 (Rupees Two Thousand Only) through Online e-Tendering Payment Gateway only
3.	Earnest Money Deposit (EMD)	Rs. 20,000 (Rupees Twenty Thousand Only)
4.	Last date for Online Purchase & Submission of Tender Document	23 th Oct 2017 till 17:00 hrs.
5.	Date of Verification of EMD	24 th Oct 2017 till 10:00 hrs.
6.	Date & Time for Opening of bid Financial Proposal	25 th Oct 2017 at 11:00 hrs.

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**Commissioner
MUNICIPAL CORPORATION
BATHINDA**

1.1.1. Purpose

MCB seeks the services of a reputed company, for "Supply, Installation, Commissioning & Maintenance of Biometric Attendance Machines for MUNICIPAL CORPORATION BATHNDA". This document provides information to enable the bidders to understand the broad requirements to submit their Proposals. The detailed scope of work is provided in [Section 2.0](#) of this TENDER document.

1.1.6. Amendment of TENDER Document

- 1 Any amendments made in the document would be published on the e-Tendering Portal and shall be part of Tender Document.
- 2 The Bidders are advised to visit the e-tendering portal on regular basis to check for necessary updates. MCB also reserves the right to amend the dates mentioned in this Tender Document.

1.1.8 MCB's Right to Terminate the Process

MCB may terminate the tendering process at any time and without assigning any reason. MCB reserves the right to amend/edit/add/delete any clause of this Tender Document. This will be informed to all and will MCB become part of the Tender Document and information for the same would be published on the e-Tendering portal.

1.2.1. Tender Document/Tender Fee

TENDER can be downloaded from the website etender.punjabgovt.gov.in. Tender Document Fee of Rs. 2,000 (Rupees Two Thousand Only) shall be paid through Online e-Tendering Payment Gateway only. The Tender document fee shall be non-refundable.

1.2.2. Earnest Money Deposit (EMD)

- 1 In terms of this TENDER, a Bidder is required submit EMD of Rs. 20,000 (Rupees Twenty Thousand Only) in online mode only.
- 2 Unsuccessful Bidder's EMD will be returned after award of the contract and signing of the contract agreement. The EMD of the successful bidder would be returned upon submission of Performance Bank Guarantee (for an amount equal to 10% of Total Contract Value) in the format provided in [Annexure 8](#) of the TENDER.
- 3 No interest will be paid by MCB on the EMD amount.

- 4 The Bid submitted without EMD will be summarily rejected.
- 5 The EMD may be forfeited :
In case of a successful bidder, if the Bidder fails to sign the contract in accordance with the terms and conditions of this TENDER.

1.3. Bid Submission Instructions

1.3.2. Bid Submission Instructions

The bidders are required to submit soft copies of their bids electronically on the website etenderpunjabgovt.gov.in, using valid Digital Signature Certificates (DSC). Bidders are required to enroll on the website etenderpunjabgovt.gov.in by clicking on the link "Online bidder Enrollment" on the Punjab Govt. e-tender Portal.

The EMD & Tender Processing Fee will only be accepted through Net Banking (Direct Debit) and IPG (Credit/Debit card).

Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the unprotected cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

1.3.3. Bid Validity Period

The validity of the bids submitted before deadline shall be till 90 days from the date of submission of the bid.

1.5.1 Lowest Financial Bid shall be awarded.

1.5.2. Letter of Acceptance

Prior to the expiration of the period of bid validity, MCB will notify the successful bidder in writing or by fax or email, to be confirmed in writing by letter, that its bid has been accepted. LoA will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, MCB will promptly notify each unsuccessful bidder.

1.5.3. Signing of Contract

MCB shall notify the successful bidder that its bid has been accepted. The successful bidder shall enter into contract agreement with MCB within the time frame mentioned in the Letter of Acceptance issued to the successful bidder by MCB

1.6. Performance Bank Guarantee

- a) Within fifteen (15) working days from the date of issuance of LOA, the Successful Bidder shall at his own expense submit unconditional and irrevocable Performance Bank Guarantee (PBG) an amount equivalent to 10% of contract value to MCB.
- b) The PBG shall be from a Nationalized Bank or a Scheduled Commercial Bank in the format prescribed in [Annexure 8](#), payable on demand, for the due performance and fulfillment of the contract by the bidder.
- c) All charges whatsoever such as premium; commission etc. with respect to the PBG shall be borne by the Successful Bidder.
- d) The PBG shall be valid till satisfactory completion of Post Implementation Support. The PBG may be discharged/returned by MCB upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the PBG. The PBG shall be valid only up to the completion of the period of 'Go- Live' + 12 months for the project.
- e) In case the project is extended after the project schedule as mentioned in the TENDER, the PBG shall be accordingly extended by the Successful Bidder till the extended period.
- f) In the event of the Bidder being unable to service the contract for whatever reason MCB would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of MCB under the contract in the matter, the proceeds of the PBG shall be payable to MCB as compensation for any loss resulting from the bidder's failure to complete its obligations under the Contract. MCB shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.
- g) MCB shall also be entitled to make recoveries from the bidder's bills, PBG, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

- h) On satisfactory performance and completion of the order in all respects and duly certified to this effect by MCB, Contract Completion Certificate shall be issued and the PBG would be returned to the Successful Bidder.

1.7. Right to Vary Quantity

- a) After the award of contract, the quantity of goods, works or services originally specified in the bidding documents may be increased / decreased, as necessary. It shall be without any change in the unit prices or other terms and conditions of the Bid and the bidding documents.
- b) If MCB does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation except otherwise provided in the bidding document.

1.8. Warranty & Maintenance

- a) Successful Bidder shall also provide complete maintenance support for all supplied hardware and other components as outlined in this TENDER for a period of 12 months from the date of **Go-Live**.
- b) During the warranty period, the bidder shall warrant that the goods supplied under the contract are new, unused, of the most recent version/models and incorporate all recent improvements in design and materials unless provided otherwise in the contract. The bidder further warrants that the goods supplied under this contract shall have no defects arising from design, materials or workmanship.
- c) MCB or designated representatives of the bidder shall promptly notify Successful Bidder in writing of any claims arising under this warranty. Upon receipt of such notice, the Successful Bidder shall, within the warranty period and with all reasonable speed, repair or replace the defective systems, without costs to MCB and within time specified and acceptable to MCB.
- d) If the Successful Bidder, having been notified, fails to remedy the defect(s) within the period specified in the contract, MCB may proceed to take such reasonable remedial action as may be necessary, at the Successful Bidder's risk and expense and without prejudice to any other rights, which MCB may have against the bidder under the contract.
- e) During the comprehensive warranty period, the Successful Bidder shall provide all product(s), patches/fixes, and version upgrades within 15 days of

their availability and should carry out installation and make operational the same at no additional cost to MCB.

Scope of Work

- a) Supply, Installation, Commissioning & Maintenance of biometrics attendance system at specified locations of the subordinate MCB premises.
- b) Establish MCB's Biometric attendance management system so that daily real time attendance can be monitored on MCB website/attendance management portal.
- c) Provide necessary support for registration of MCB employees on MCB portal.
- d) Provide training to end users
- e) Provide post-implementation on-site support and comprehensive warranty for 1 (One) year for the supplied items.

Technical Specifications of Biometric Attendance Device

TECHNICAL SPECIFICATION OF HAND HELD DEVICE

Description	Features
Handheld Device	Device should be Compact ,Light weight , Portable palm holding & Drop Protected
Finger Sensor	
Sensor	Optical Sensor/500 DPI- World Famous Sensor algorithm
Template Standard	Should be ISO 19794-2 .
Finger per user	Default 2 finger template per user
No. of Templates	Default : 500 users (1000 Template , 2 finger per user) 1:N mode upgradable to up to 3000 Users(6000 Templates)
Communication	
Data Transfer Mode	Should be available-Multiple Data Transfer Policy : such as always -on or Schedule based. At least 8 schedules shall be possible for Data Push Auto-Downloading of the Attendance Transaction Data from the hand-held to Server
Communication	Wired TCP/IP(100 MBPS) Built-in WiFi(Optional) Built-in GPRS (Optional) : Should be with built-in Antenna and Built in SIM slot. Web Server Interface for Setting up, configuring & managing the terminal at various Parameters.
Terminal Authorisation	Should be featured-Only Terminals which are authorised should be able to communicate.
USB Interface	USB Option for Data & Template Transfer (Upload & Download) Firmware upgrade should be possible from USB PEN Drive
Web Server Interface	Should be available

Capacity Information	
CPU	32 Bit ARM Core CPU @ 120 MHz
User Capacity	500 with 2 finger templates each
Transaction Capacity	90,000 transactions-Each Transaction data provides the Student ID, Professor ID & the Course ID along with Date/Time
Card Reader	
Card Reader option	Built-in Mifare Smart card/Proximity Card reader(Optional)
Verification method	
Verification Option	Finger Only Mode(1:N) , ID + Finger (1:1) , ID + PIN + Finger (1:1) , ID Only Mode (for privileged persons with no finger option)
Working Environment	
Operating Temperature	Operating temperature 5 - 50 degrees Celsius
Operating Humidity	Operating Humidity: 10% - 90% Non-Condensing
Dimension	85 mm (W) X 150 mm (H) X 67 mm (D) , < 300g(including Battery)
Firmware Features	
Utility	Should Support 64 Supervisor and minimum 500 workers assigned against the said Supervisor. Supervisors.
	Allocation of worker against each Supervisor on the Allotted Biometric handheld Device.
	Should be able to download the Finger Template of the Worker and the Supervisor of any particular Word or words in case of replacement of the Device is required (no reenrolment for Device Replacement)
Operational Feature	Supervisor Login-Attendance process of the worker should start only after Supervisor finger punch
	Auto Finger Template Transfer, deletion of Finger Template through Software , in case of Transfer , Retirement or suspension etc. as applicable.
	Device level manual attendance may be given under the rights of Supervisor - Applicable for the workers having issue in finger Punching or who has reported late
	Multiple Supervisor Option on a single Device to be supported
Match On Card Facility	Finger Template will be Stored in the Mifare Smart Card . User will show his Card and then place his Finger on the Sensor, if the Template Stored in the Card and actual finger placed on the Sensor matches . System should allow the Attendance Punch.
Physical	
RJ 45 Port	Flushed on the Body
Power ON/OFF Switch	Should be embedded /built in on the device
Keypad	16 Keys sealed Membrane Key Pad
LCD Display	128 x 64 dot graphic LCD display Blue backlit with white characters-visible even in bright sunlight
User ID Capacity	Minimum 8 digit numerical user ID .
LED Indication	Dual Colour LED indication for acceptance and rejection.
Battery Backup	Minimum 4 hrs inbuilt battery backup- Auto-off feature, in case of no activity for a definable time.
Enclosure	Polymer Neoprene based Gasket for shock absorption and drop protection from minimum 3 metres height.
SMPS Power Supply	Input 90 - 270 V AC, Out put 12V DC

Certification	
Finger Print Reader	The Finger print scanner should be STQC approved (Certificate should be attached with the Technical Offer)
Web Based Communication Software	
	Web Based
	Centralized Control and Management of Punch data & Template management.
	Window based data Push Service
	Terminal management of Multiple Location from Central Location
	Import of Employee Details from XLS or Database .
	Remote Finger Enrolment using Attendance Terminal at Remote Site.
	Templates Management - downloading the Finger Template to other terminals,
	Employees transferred and/or Deletion of Template for the employees left
	Health checking of all the terminals with filtering condition in case of communication failure.
	Transaction database pushed to Customer Data base or SAP compatible Text file .
	MS SQL back-end database to store digitized fingerprint template data.
	Data download should be automatic, Extremely User Friendly to setup the Service Provider for GPRS & Data Transfer Schedules
	Authentication of Terminals, if data are received over Internet for controlling the Data cloning or unauthorized terminals pushing the data to Server
	Supports Windows XP, window 7 , 10 (32/64bits)

Operation and Maintenance for 1 (One) year

1. Once the systems have been commissioned, the successful bidder shall maintain supplied items for the period of 1 (One) year.
2. MCB reserves the right to extend the O&M contract based on the mutual agreement between the successful bidder and the MCB.
 - A. It shall involve but not limited to the following activities;
 - i. Ensure the desired functioning of the Interface / integration
 - ii. Software installation and testing whenever required
 - iii. Provide technical support on system parameters and requirement of MCB
 - iv. Provide handholding support and training services as part of the post implementation services, on a scheduled basis as well as on a need basis.
 - B. The comprehensive maintenance and warranty of hardware shall include following but not limited to these;
 - i. In case of failure, the Successful bidder needs to repair or replace the faulty part/component/device to restore the services at the earliest.
 - ii. The cost of the repairing or replacement of faulty part/component/device has to be entirely born by the Successful bidder.

- iii. All expenses related to part/component/device, including hiring of specialized technical expertise, in case required, has to be borne by the Successful bidder as part of comprehensive maintenance.
- iv. The Successful bidder also needs to make alternate arrangement in case of major failure happens in the H/w or S/w, due to which services may be effecting for longer period.
- v. After repairing or replacement of the part/component/device, the Successful bidder needs to put the same into operation.

Note - No extra cost shall be remunerated by MCB on account of such operations & maintenance activities mentioned herein above

3.2.1. Deliverables & Payment Schedule

The payment of during Go-Live shall be strictly on project milestone basis as per actuals based on the details provided in the table provided below. The payment shall be released on successful completion of various deliverables to the satisfaction of MCB as **percentage (%) of the total contract value. T = Signing of Contract**

SI No.	Key Deliverables	Timeline	Payment Milestone
1	Supply, Installation, and Commissioning of biometric devices and integration with MCB Portal	T + 3 Weeks	50%
2	Training (including fixes of any gaps/issues) & Go-Live (G)	T + 4 Weeks	30%
3	Operation & Maintenance for the period of 1 Year	G + 12 Months	Remaining 20% will be paid in equal quarterly Installments spread across 1 year Post Go-Live.

3.2.2. Payment Terms

1. No advance payment shall be made.
2. The Bidder’s request(s) for payment shall be made to the MCB in writing, accompanied by an invoice describing, as appropriate, services completed. The invoice should be submitted and upon fulfillment of other obligations stipulated in the contract.

3. For the processing of the quarterly payment in O & M phase, the Successful Bidder shall submit the invoice along with the details of incidents handled in the particular period.
4. Payments shall be made promptly by the MCB within thirty (30) days after submission of the invoice or claim by the Bidder, only after quality inspection and verification by the MCB's Official of the conformity of the Goods/Products/Services/Solutions supplied as per the agreed specifications.
5. In case of disputed items, the disputed amount shall be withheld and shall be paid only after settlement of the dispute.
6. Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this TENDER document, shall be deducted from the due payments of the respective milestones.
7. Taxes, as applicable, shall be deducted, as per the prevalent rules and regulations
8. It is the responsibility of the bidders to quote for and provide all the H/w and S/w for meeting all the requirements of the TENDER. In case during evaluation, it is found that certain H/w or S/w which is critical for meeting the requirement of this TENDER and has not been quoted as part of Bill of material (BoM), the bid can be rejected as non-responsive. Additionally, if after the award of contract, it is felt that additional H/w or S/w are required for meeting the TENDER requirement and the same has not been quoted by the Successful Bidder, the Successful Bidder shall provide all such additional H/w or S/w at no additional cost to MCB.

3.6. Risk Purchase

In case the Successful Bidder fails to deliver the project due to inadvertence, error, collusion, incompetency, termination, misconstruction or illicit withdrawal, the CMC, Bathinda reserves the right to procure the same or similar services from the alternate sources at risk, cost and responsibility of the Successful Bidder.

Financial Proposal Format & Instructions

To be submitted on e-Tendering Portal only (i.e.etender.punjabgovt.gov.in)

Cost for Supply, Installation, Commissioning & Maintenance of Biometric Attendance Machines (Inclusive of all taxes and duties)

Sl No.	Item	No.s (x)	Unit Rate(y)	Amount (x*y)
1.	Biometric Attendance 30 System with Installation and Integration Cost (Capex)	30		
2.	Operation & maintenance Comprehensive Warranty for 1 Years (Opex)	1		

Grand Total Cost (CAPEX + OPEX) (In Rs.)

Amount in words:

Format for Performance Bank Guarantee

For Contract Performance Bank Guarantee

Ref : < --- >

Date: _____

Bank Guarantee No.: _____

To

Commissioner

MUNICIAPAL COPORATION BATHNDA

Bathinda

Dear Sir,

PERFORMANCE BANK GUARANTEE – For <Project Name>

WHEREAS

M/s. (name of Bidder), a company registered under the Companies Act, 1956/2013, having its registered and corporate office at (address of the Bidder), (hereinafter referred to as "our constituent", which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), agreed to enter into a Contract dated (Hereinafter, referred to as "Contract") with you for "**Request for Proposal for The Supply, Installation, Commissioning Maintenance of Biometric Attendance Machines for MUNICIPAL CORPORATION, BATHINDA** ", in the said Contract.

We are aware of the fact that as per the terms of the Contract, M/s. (name of Bidder) is required to furnish an unconditional and irrevocable Bank Guarantee in your favour for an amount of 10% of the Total Contract Value, and guarantee the due performance by our constituent as per the Contract and do hereby agree and undertake to pay any and all amount due and payable under this bank guarantee, as security against breach/ default of the said Contract by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Contract with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach / default of the said Contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of 10% of the Total Contract Value i.e.,.....<in words> without any demur.

Notwithstanding anything to the contrary, as contained in the said Contract, we agree that your decision as to whether our constituent has made any such default(s) / breach(es), as aforesaid and

the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Contract, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

This Performance Bank Guarantee shall continue and hold good till 180 days after completion of the Contract Period, subject to the terms and conditions in the said Contract.

We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Contract until 6 months after the completion of Contract Period.

We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we would honor the same without demur.

We hereby expressly waive all our rights: Requiring to pursue legal remedies against MUNICIPAL CORPORATION, BATHINDA; and For notice of acceptance hereof

any action taken or omitted in reliance hereon, of any defaults under the Contract and any resentment, demand, protest or any notice of any kind.

We the Guarantor, as primary obligor and not merely Surety or Guarantor of collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this guarantee through the period.

We specifically confirm that no proof of any amount due to you under the Contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.

This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to the benefit of you and be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to 10% of the Contract Value, and shall continue to exist, subject to the terms and

conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of this guarantee.

We hereby confirm that we have the power/s to issue this Guarantee in your favour under the Memorandum and Articles of Association / Constitution of our bank and the undersigned is / are the recipient of MCB by express delegation of power/s and has / have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favour.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our

constituent to carry out the contractual obligations as per the said Contract, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

Our liability under this Performance Bank Guarantee shall not exceed 10% of the Total Contract Value. This Performance Bank Guarantee shall be valid only from the date of signing of Contract to 180 days after the End of Contract Period; and

We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before 180 days after the completion of Contract Period.

Any payment made hereunder shall be free and clear of and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or withholding of any nature imposts.

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the bank does not receive the Performance Bank Guarantee within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.

Dated this day 20....
Yours faithfully,

For and on behalf of the Bank,

(Signature)
Designation
(Address of the Bank)

Note:

This guarantee will attract stamp duty as a security bond.

A duly certified copy of the requisite MCB conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence in the matter.