

**DELHI URBAN SHELTER IMPROVEMENT BOARD
COMPUTER DIVISION**

Ref. No. : Comp.Div./DD(IT)/2018/D-648

Dated:- 11/09/2018

NOTICE INVITING TENDER

Delhi Urban Shelter Improvement Board invites Technical and financial bids from Biometric Attendance OEMs, by Dy. Director(System) on behalf of CEO(DUSIB) for procurement of about 20 nos. Biometric Attendance machine but initially rates are invited for 6 nos. of Bio-metric machine for implementation of Bio-metric attendance system in DUSIB and subsequently comprehensive AMC for 3 years. The OEM's can themselves or can authorize their Distributer/Reseller/Authorized service provider to submit the bid as per the conditions specified below.

The Agency shall submit the sealed quotations latest by 25-09-2018 by 3:00 pm in the office of Dy. Director(System), Room No. 43, Punarwas Bhawan, I.P. estate, New Delhi 110002. The Technical bids will be opened on 25-09-18 at 3.30 p.m.

The agency intending to quote for the work shall have the following:

1. The vendor should be a Registered Firm and also registered with Sales Tax/ GST Department. (Self attested copy of Incorporation/ Company Registration, TIN No/GST No, PAN No should be enclosed).
2. The vendor shall have a turnover of 50 lacks per Annum. A self attested copy of ITR of financial year 2015-16 / 2016-17 shall be provided for the same, duly attested by Chartered Accountant.
3. The vendor should not be blacklisted by any Govt./Authority/Department. (Enclosed a self attested undertaking)
4. The Vendor shall submit a self attested copy of at least three work orders pertaining to Face/Finger/Card bio-metric attendance works of a Government Department / PSU/ Local Body **other than DUSIB/Reputed Private Company/Organisation** located in Delhi / NCR of similar work in the last 2 years (2016-2017, 2017-2018) and self attested satisfactory report of the Department for the said work order.
5. The Vendor should have valid ISO certificate of level of ISO 9001:2008 or better. (A self attested copy be enclosed)
6. Self declaration by the vendor that the machine shall comply with OEM specification countersigned by the OEM.
- 7. Earnest Money Deposit : Rs. 5000/- (Five Thousand Only). The Tenderer shall submit an EMD of Rs. 5000/- in the form of Demand Draft / Pay Order/ Bankers Cheque in favour of DELHI URBAN SHELTER IMPROVEMENT BOARD. Request for exemption of EMD will be summarily rejected.**
8. The Company shall have its Registered office / Branch office / Service Center in Delhi- NCR and maintaining inventory of the machine and the spare parts and shall submit a self attested proof of the Same.
- 9. The Agency shall enclose the above documents and EMD in an envelope super scribed "Technical Bid" and shall enclose the Financial quote in a separate envelope super scribed "Financial Bid" and both the envelopes should be submitted in a sealed cover super scribed "NIQ for Bio-metric machines for implementation of Bio-metric attendance system in DUSIB.**
10. In case the bidder is Authorized Distributor/Reseller/Authorized Service provider the self attested certificate of the OEM stating that it has authorized the said vender to bid for the DUSIB Tender and the OEM shall provide back to back support to the shortlisted authorized vendor for the Biometric Attendance Machine and System, Application Software for the warranty & AMC Period.

**DY. DIRECTOR.(SYSTEM),
DELHI URBAN SHELTER IMPROVEMENT BOARD**

DUSIB is Inviting quote as per the specifications, scope of work and terms & Conditions mentioned below for :

- (a) Bio-metric Attendance machine with end to end solution, on-site warranty/support of the machine and sim charges during the currency of the Contract.
- (b) Annual Maintenance Contract for 3 years for on site hardware support, end to end SDK software support including sim charges after the expiry of warranty period.

BOX → The Vendor shall enclose the machine in a Box with lock to avoid tampering of the device. There will be provision to mark the Finger Biometric without opening the box. The face sensor and the card sensor shall be operational through the front glass cover which shall be laminated.

In the first instance DUSIB will go for 06 Nos. Bio-metric attendance devices with one year warranty and for an AMC of 3 years. Department may further procure 8-10 more devices as per the requirement and security implementation at the same rate and terms & conditions during the contract period.

The Bio-metric machines shall have following specification :

- Time & Attendance device should be GPRS enabled.
- Capacity:
 - Face : 1,000 (at-least)
 - Card : 5,000
 - Fingerprint : 5,000
 - Identify Mode : Face, Fingerprint, Card & Combinations
 - Display Language : English
 - Battery : 3 Hours Battery Backup
 - Identify Speed (Face) : 2.0 Seconds(Max.)
 - Matching Mode : Supports 1:N
 - Identity Speed (Finger): 1 Second (Max.) (at 5,000 Fingerprint)
 - Matching Mode : 1 : N
- Wall mounted
- Auto push data service on Internet/ GPRS.
- SIM shall be 3G/4G.
- Internet Connection through LAN/Wifi and GPRS.
- CPU 32 bit microprocessor /higher
- Sensor 500 dpi optical sensor
- The Department is expecting identification time of each Staff based on finger print bio-metric system of < = 2 seconds.

Scope of work :

i) The vendor shall capture critical employee Finger Biometric, Face Recognition Data and Card Authentication at DUSIB Locations and import it into their system (Biometric device) through an industry standard communication protocol offering the following benefits.

- Prevent "buddy punching" and identity fraud.
- Protect confidential employee information.
- Eliminate human error in time and attendance calculations.
- Optimize staff or personnel efficiency.
- Improve attendance Monitoring System.

The Daily on-line compiled Section wise, employee wise, late coming and absenteeism, etc. report should be generated at any time through the Application Software hosted on the DUSIB Server.

ii) The Shortlisted Vendor/OEM shall push the Attendance data from the Device to the DUSIB Server in SQL database.

iii) The Attendance Monitoring Software of the OEM/Distributor shall be installed on DUSIB Server and should be able to generate report from the SQL Database.

iv) Data and Attendance report format : (On Screen, pdf).

- Location
- Section /Circle / Division / Zonal Office Name
- Employee-ID No.
- Name
- Designation
- SHIFT (Default will be General Shift)
- Date
- Time of Arrival
- Time of Departure
- Late Hours
- Remark (system generated displaying late coming)
- Provision for Shift wise Report of the staff shall be made available.

At the end of the last working day of the month report should display the no of days late / absent for the respective staff Section / Division / Circle wise.

Summary report should also be generated Section wise, Month wise with provision for date range.

v) All the required Bio-metric Hardware inclusive of all fittings, Commissioning, setup, sufficient Man power for Operation & Maintenance all and other necessary infrastructure, shall be the sole responsibility of the vendor. Only Power point shall be provided by the Department.

- The shortlisted vendor shall compile the employee data for implementation of bio-metric attendance in the format devised by DUSIB as mentioned above.
- In case of any bio-metric authentication problem faced by DUSIB staff/Fault in Device the vendor shall depute its technical manpower to solve the same within 24 hrs.
- All transportation costs for the repair, replacement of the bio-metric hardware shall be borne by the vendor.
- In the event of Transfer/promotion of the Officer/Staff the vendor shall update the employee Database w.r.t. the Location, Section, Designation so as to generate the proper Report.
- The API/SDK of the device shall be provided on a CD / Pen Drive to DUSIB.

vi) Proposed DUSIB locations for installation of Bio-metric machines.

1. Punarwas Bhawan. I.P. Estate.
2. Vikas Kuteer , I.P. Estate
3. Raja Garden
4. Maharani Bagh
5. Vikas Bhawan-II, Upper Bela Road.
6. Rana Pratap Bagh
7. India Habitat Center

However, in the first instance the machines will be installed at Punarwas Bhawan, Vikas Kuteer, Raja Garden and Maharani Bagh.

Preventive Maintenance (During AMC Period) :

1. Minimum of 4 visits in 12 months from the date of commencement of the contract to check & maintain the systems in addition to the calls that may be necessary to be made to rectify/attend any malfunctioning of the systems.
2. All parts/components of the Face Attendance Systems that need repairs/replacements will be repaired/replaced as the situation warrants.

3. Failure of equipment due to natural calamities such as lightening, earth quakes, floods caused by and any malicious damages or strikes/riots of mishandling, water damages or electrical burn of the equipments, shall not be covered under Annual Maintenance Contract.
4. Comprehensive maintenance shall cover all components of Face Attendance System.
5. The quarterly inspection will cover the check of following items:-
 - a. Working of Biometric Sensors.
 - b. Working of Face recognition sensors.
 - c. Software for the attendance machine.
 - d. LAN connectivity of system with machine.
 - e. Battery backup of the machine.
 - f. SIM network strength of the machine for GPRS signals.
 - g. Testing for the machine face recognition.
6. The said AMC charges shall be enhanced by 10% every year after the expiry of the AMC agreement i.e. 36 months after the expiring of the warranty period.

Terms & Conditions:

5. The OEM/Authorized vendor should be a Registered Firm and also registered with GST Department & Income Tax Department. (Self attested copy of incorporation Certificate/Company Registration, GST No/PAN No should be enclosed).
6. The OEM/Authorized vendor shall have a turnover of 50 lacks per Annum. A self attested copy of ITR of financial year 2015-16, 2016-17 may be provided for the same, duly attested by Chartered Accountant.
7. The OEM/Authorized vendor should not be blacklisted by any Govt./Authority/ Department (Enclosed a self attested undertaking).
8. (a) The OEM/Authorized Vendor shall submit a self attested copy of at least three work orders pertaining to Face/Bio-metric/Card attendance works of a Government Department / PSU/ Local Body **other than DUSIB/Reputed Private Company** located in Delhi / NCR of similar work in the last 2 years and self attested satisfactory report of the Department for the said work order.

(b) The OEM/Authorized Vendor shall maintain a Biometric Device unit with DUSIB along with the initial supply of 6 Nos. Devices for immediate backup support, which will continue till the expiry of the AMC period.

(c) SIM :

I. The Shortlisted Agency shall visit the Biometric Device sites and check the signal strength of the SIM operator (Airtel/Vodafone/Idea/Jio) and shortlist the SIM provide with best signal strength.

II. If at later stage, the signal strength is weak and the data uploaded is not proper the Agency shall be liable to change the SIM operator.

III. DUSIB shall reimburse the SIM charge on quarterly basis. The shortlisted Agency shall submit the self attested Bill along with the SIM operator latest recharged plan every quarter.

IV. The shortlisted vendors shall recharge the SIM on quarterly basis (84 days/90 days/ available quarterly plan).

V. The quarterly Bill of the SIM shall be only reimbursed only when the Attendance Data updation on the DUSIB server is regular, continuous and proper.

6. The Vendor should have valid ISO certificate of level of ISO 9001:2008 or better (A self attested copy be enclosed).

7. Authorization from OEM to participate in the DUSIB Tender should be submitted mentioning the tender No. The Name, Address and contact No of the Authorised signatory of the OEM should be clearly stated in the letter.

8. **Earnest Money Deposit** : Rs. 5,000/-.

9. The Company shall have its Registered office / Branch office / Service Center in Delhi- NCR and shall submit a self attested proof of the Same. The Delhi-NCR office shall maintain Inventory of the device and spare parts.

9. The Shortlisted Agency shall not assign this contract or any part thereof, or any benefit there under without the consent of the Department, to any other party. The Department will provide the softcopy of Demographic data of all the staff in excel format. The Agency shall capture the Bio-metric Data of each staff at the respective locations.

10. The Shortlisted Agency shall submit the same to the Department before final settlement of accounts. The bio-metric database shall be the property of DUSIB.

11. The Shortlisted Agency shall supply and install the Bio-metric attendance machine within 15 working days of placing the supply Order failing which a penalty of Rs. 200 per day per machine will be imposed.
12. **Validity** of the Rate shall be sixty days.
13. **The vendor shall decide the best SIM brand to be installed in terms of signal strength in each location.**
14. **PENALTY:**
A penalty of Rs. 100/- (Rupees one Hundred) per day shall be imposed for non functioning of machines after 24 hours/ non generation of the report in time.

15. PAYMENT TERMS:

- 15.1 The Department will process 100% of the payment for the hardware installed at DUSIB HQ (Punarwas Bhawan and Vikas Kuteer) after one month of successful implementation of the bio-metric Attendance System including the generation of Report. For the other locations the payment will be released after two months of successful report generation.
- 15.2 The payment related to SIM Cost will be paid after each quarter.
- 16.3 Any increase or decrease in taxes, duties or prices of component, etc. will not effect the contract rates during the entire period of contract. However, GST and any other mandatory Government tax which will be prevalent during the currency of the contract shall be payable by the Department.

16. PERFORMANCE GUARANTEE

- 16.1 The Agency awarded with the contract shall deposit a performance guarantee within 20 working days of award of contract in the form of Security Deposit equal to 10% of the Total Work Order value of the warranty period in form of Banker cheque / Draft only in favour of Delhi Urban Shelter Improvement Board. The PG shall remain with the Department for a period of 50 months from the date of award of contract. No interest shall be paid on the Security Deposit/Performance Guarantee.
- 16.2 In case the contract is awarded, the Earnest Money shall be adjusted with Performance Guarantee. If the agency backs out after the award of contract or does not implement the system, the PG along with the 25% payment retained would be forfeited and the agency shall be debarred from further tendering in the department for the period of two years.
- 16.3 If the successful tenderer does not submit the Performance Guarantee within stipulated period mentioned in the letter of intent / award, the entire amount of the EM shall be forfeited.
- 16.4 After 3 months of the expiry of the contract, the Performance Guarantee shall be returned to the agency.

17. CONTRACT PERIOD

- 17.1 The agency shall enter into an agreement with department on a non-judicial stamp paper of value Rs. 100/- within 20 working days of placing the letter of intent / award. However, this agreement shall come into force as soon as work order / award letter is placed by the department.
- 17.2 The validity of the Annual Maintenance contract shall be initially for Three Years from the date of expiring of the warranty period. This can be extended further subject to satisfactory services by the service provider on mutually agreed rates. However, final decision shall rest with the Department.
- 17.3 The Department has the exclusive right to terminate the contract by giving short notice to the firm. In the event of non-satisfactory conduct of services, Department shall have the right to terminate the contract on a 20 days' notice.
- 17.4 The vendor has to give three months' notice in advance before cancellation of the contract. Contravention of the same would lead to forfeiture of Performance Guarantee along with all outstanding dues.

18. RATE:

The vendor should quote as below:

- (a1) Cost of hardware including software per unit.
- (a2) Cost of Comprehensive hardware and software support per machine per annum during the AMC period.
- (a3) Cost of Card.
- (a4) Cost of the BOX casing per unit.
- (a5) SIM rental per quarter per unit.

The Lowest vendor shall be shortlisted on the values of $a1+a2+a3$.

19. Foreclosure of agreement:

In case of work being abandoned by the vendor for continuous period of 15 days, the contract shall be liable to be terminated with a 7 days show cause notice by the department and the performance guarantee, retained 25% balance payment and the EM shall be forfeited.

20. Court: The contract is subject to the jurisdiction of the NCT of Delhi.

21. Arbitration: Any dispute, differences or questions arising at any time between the parties in respect of this agreement or concerning provision herein contained shall be referred within 30 days of such dispute to sole Arbitration of a person appointed by CEO (DUSIB) and the award of the arbitrator shall be final and binding on both the parties.

22. Conditional Tender, non-submission of EMD and documents mentioned at clause no. 1 to 10 of the NIQ will be rejected without assigning any reason.
23. CEO (DUSIB) reserves the right to accept or reject any or all quotations without assigning any reason.

DY. DIRECTOR
(System)