

**DELHI URBAN SHELTER IMPROVEMENT BOARD
COMPUTER DIVISION**

Ref. No. : D-587/A-2/1593/16

Dated:- 8-9-2016


NOTICE INVITING TENDER

Delhi Urban Shelter Improvement Board invites Technical and financial bids from Bio-metric attendance Vendors by Dy. Director(System) on behalf of CEO(DUSIB) for initially procuring of 10 Nos of Bio-metric machine for implementation of Bio-metric attendance system in DUSIB.

The Tender Document containing Terms & Conditions can be downloaded from DUSIB Website delhishelterboard.in and submit an EMD of Rs.6000/- (Six Thousand Only) in the form of Demand Draft / Pay Order/ Fixed Deposit/ Bankers Cheque in favour of DELHI URBAN SHELTER IMPROVEMENT BOARD, in the office of Dy. Director(System) by 23/09/2016 till 2.00 p.m. The tender will be opened on 23/09/2016 at 2.30 p.m. Request for exemption of EMD will be summarily rejected.

The agency intending to quote for the work shall have :

1. The vendor should be a Registered Firm and also registered with Sales Tax Department, Service Tax Department. (Self attested copy of incorporation/ Registration of firm, TIN No, PAN No, Service Tax 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 2013-14, 2014-15 / 2015-16 may 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. (a) The Vendor shall submit a self attested copy of at least three work orders pertaining to bio-metric attendance works of a Government Department / PSU/ Local Body **other than DUSIB** located in Delhi / NCR of similar work in the last 2 years (2014, 2015) and self attested satisfactory report of the Department for the said work order.
(b) Two similar bio-metric attendance works in last two years costing not less than amount equal to Rs. 1,50,000/- each.
5. The Vendor should have valid ISO certificate of level of ISO 9001:2008 or better. (A self attested copy be enclosed)
6. (a) Authorisation from OEM Registered with DGS&D Rate Contract for Integrated device Type- I with 3G connectivity 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.
(b) Self declaration by the vendor that the machine shall comply with DGS&D specification countersigned by the OEM.
7. **Earnest Money Deposit** : Rs.6000/-.
8. The Company shall have its Registered office / Branch office / Service Center in Delhi- NCR and shall submit a self attested proof of the Same.
9. The Agency shall enclose the above documents and EMD in a envelope super scribed "Technical Bid" and shall enclose the Financial quote in a separate envelope super scribed "Financial Bid".


7/9/2016
**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 (Hardware, Software) during the Warranty period including application and data hosting on vendor server and providing suitable sim for the machines.
- (b) Annual Maintenance Contract for 2 years for on site hardware support, end to end software support including sim charges **after the expiry of warranty period as per DGS&D RC.**

In the first instance DUSIB will go for 10 Nos. Bio-metric attendance devices with standard DGS&D warranty (24 months) and for an AMC of 2 years. Department may further procure more devices as per the requirement at the same / prevalent DGS&D hardware rates and terms & conditions during the contract period. The application support charges will remain the same in the event of increase in the hardware. **Initially the application shall be implemented on vendors server and in the event of switch over to Aadhar based biometric attendance based on the NIC application at any point of time of the contract, the application software, hosting charges shall be nil.**

The Bio-metric machines shall have following specification :

- The attendance machine should be Aadhar enabled, so that Department can go for Aadhar based attendance authentication from NIC as and when required. The vendor should visit the DGS&D website for Aadhar based bio-metric attendance machine where around 6 vendors have been registered and quote the DGS&D rate for the integrated attendance device Type-I with 3 G connectivity listed with any vendor. The aforementioned machine should support the bio-metric monitoring application /database on the vendor server till DUSIB decides to switch over to NIC Platform.
- The machine shall comply with the DGS&D RC specifications and a self declaration for the same shall be given by the vendor countersigned by the OEM.
- Time & Attendance device should be GPRS enabled.
- Capacity to store data of 250 to 500 employees for at least one month.
- The machine should have provision for LAN connectivity so that at a later stage net connection can be given.
- The machine should have the provision of smart card recognition.

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Scope of work :

The vendor shall capture critical employee and attendance data 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 report shall be available maximum by 11:00 AM every day on the URL and the same shall be mailed to mail id of Administration Section, Sectional Heads with additional provision for viewing the reports by the section heads with late coming and absenteeism highlighted. The application data be pushed in URL. The summary report of Total Attendance, Absenteeism Section wise should be provided online with provision of print in A4 size printable format. Link should be provided for generation of reports at Department end.

Attendance report format : (On Screen, pdf) with Date range.

- Location
- Section /Circle / Division / Zonal Office Name
- Employee-ID No.
- Name
- Designation
- Employee Type
- Date
- Time of Arrival
- Time of Departure
- Late Hours
- Total Working Hours
- Remark (system generated displaying late coming)

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. **The report of the contractual / outsourced staff shall be displayed separately and provision should be there to make the monthly attendance made available to the contractor on the last working day of the month and subsequently.**

Summary report should also be generated Section wise, Month wise with provision for date range. Provision shall be made for posting of leave status of staff which shall be displayed in the daily / summary report. The leave status will be mailed to the vendor mail id by the Sectional Head. Exception and Notification Reports / Any other report required by Department. It will also include report on the Overtime hours worked.

The shortlisted vendor shall demonstrate the NIC Aadhar based attendance marking of at least 20 staff.

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The vendor shall finalise the parameters / fields to be captured for the staff keeping in view the NIC Input data format and in consultation with IT Department.

- All the required Bio-metric Hardware inclusive of all fittings, Commissioning, setup, sufficient Man power for Operation & Maintenance, Application Software, compilation / enrollment and creation of Employee , Contractual Employee Database of all DUSIB locations, Maintenance of Server, Database, Application Hosting and other necessary infrastructure, generation of reports, software 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 NIC. Other than populating the employee bio-metric database on the vendor server, the vendor shall upload the data on the NIC Server also along with the photograph. Around 600 DUSIB records already uploaded in the NIC Server.

In case of any bio-metric authentication problem faced by DUSIB staff the vendor shall depute its technical manpower to solve the same within 24 hrs during the contract period at no extra cost.

- 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 of the device shall be provided on a CD / Pen Drive to DUSIB.

In case of persistent and acute finger print detection problem of any employee, smart card provision should be made at no extra cost.

- DUSIB locations for installation of Bio-metric machines presently are mentioned below.
 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

Terms & Conditions:

1. The Bio-metric software application should be hosted on the server at vendor end. On daily basis data will be pushed on the DUSIB URL/mail to DUSIB Admn.
2. The vendor should be a Registered Firm and also registered with Sales Tax Deptt, Service Tax & Income Tax Department. (Self attested copy of incorporation, TIN No, PAN No, Service Tax No should be enclosed).

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3. The vendor shall have a turnover of 50 lacks per Annum. A self attested copy of ITR of financial year 2013-14, 2014-15 / 2015-16 may be provided for the same, duly attested by Chartered Accountant.
4. The vendor should not be blacklisted by any Govt./Authority/Department. (Enclosed a self attested undertaking)
5. (a) The Vendor shall submit a self attested copy of at least three work orders pertaining to bio-metric attendance works of a Government Department / PSU/ Local Body **other than DUSIB** located in Delhi / NCR of similar work in the last 2 years (2014, 2015) and self attested satisfactory report of the Department for the said work order.
(b) Two similar bio-metric attendance works in last two years costing not less than amount equal to Rs. 1,50,000/- each.
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7. (a) Authorisation from OEM Registered with DGS&D Rate Contract for integrated device Type- I with 3 G connectivity 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.
(b) Self declaration by the vendor that the machine shall comply with DGS&D specification counter signed by the OEM.
8. **Earnest Money Deposit** : Rs.6000/-.
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.
10. The 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.
11. The Agency shall hand over the complete Database in excel/access or mysql/SQL server format at the expiry of the contract or the extended period of the contract, whichever is later to DUSIB. The Agency shall submit the same to the Department before final settlement of accounts. The bio-metric database shall be the property of DUSIB.
12. The vendor 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.
13. **Validity** of the Rate shall be for sixty days.
14. The vendor shall install the sim brand in terms of best signal strength in each location.
15. **PENALTY:**
A penalty of Rs. 100/- (Rupees one Hundred) per day shall be imposed for non-submission of the report in time to the Department.
16. **PAYMENT TERMS:**
 - 16.1 The Department will process 75% of the payment for the hardware after two months of installation and successful implementation of the bio-metric Attendance System. Remaining 25% will be paid after completion of one year.
 - 16.2 The payment related to SIM Cost, Software Support, Server, Hosting will be paid after each quarter.

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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, Service Tax and any other mandatory Government tax which will be prevalent during the currency of the contract shall be payable by the Department. In the event of switch over to Aadhar based biometric attendance based on the NIC application at any point of time of the contract, the application software, hosting charges shall be nil.

17. PERFORMANCE GUARANTEE

- 17.1 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.
- 17.2 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.
- 17.3 If the successful renderer 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.
- 17.4 After 3 months of the expiry of the contract, the Performance Guarantee shall be returned to the agency.

18. CONTRACT PERIOD

- 18.1 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.
- 18.2 The validity of the contract shall be initially for Four Years (2 years warranty + 2 Years AMC) from the date of award of the contract. This can be extended further subject to satisfactory services by the service provider. However, final decision shall rest with the Department.
- 18.3 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.
- 18.4 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.

19. RATE:

The vendor should quote as below:

- (a) Cost of hardware per unit as per DGS&D Rate Contract.
- (a1) Cost of Software, Server, hosting Support per annum for vendor application **if applicable during the warranty period.**
- (a2) 3G or above SIM Cost per annum per unit.
- (a3) Cost of Comprehensive software, server, hosting support for vendor application per annum during the AMC period.

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- (a4) Cost of Comprehensive hardware support per machine per annum during the AMC period.
- (a5) Cost of technical support for trouble shooting of authentication problems of staff per annum during the AMC period **in event of switch over to NIC server and application.**
- (a6) Cost of supply and installation of Protective casing.

The Lowest vendor shall be shortlisted on the values of a+a1+a3+a4+a5+a6.

20. 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.

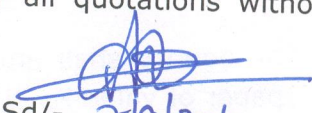
21. Court: The contract is subject to the jurisdiction of the NCT of Delhi.

22. 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.

23. Conditional Tender, non-submission of EMD and documents mentioned at clause no. 2 to 9 will be rejected without assigning any reason and the financial Bid will not be opened.

24. CEO (DUSIB) reserves the right to accept or reject any or all quotations without assigning any reason.

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Sd/- 7/9/2016
DY. DIRECTOR (System)