



Surat Smart City Development Ltd. (SSCDL)

RFP for "Implementation of Smart Biometric Attendance System at various offices of Surat Municipal Corporation"

[SSCDL-BiometricAttendance-02-2017]

Online Bid Start Date

Sep 28, 2017

Online Pre-Bid Conference

Oct 04, 2017

Online Price Bid Submission

Oct 10, 2017

Last Date of Physical Submission of Technical Bid

Oct 13, 2017

**Surat Smart City Development Limited
115, Smart City Cell, Surat Municipal Corporation,
Muglisara, Main Road, Surat - 395003, Gujarat.**

Contents

I. DISCLAIMER	3
II. DEFINITIONS	5
III. GLOSSARY	7
IV. NOTICE INVITING REQUEST FOR PROPOSAL	8
A. INTRODUCTION AND BACKGROUND	9
1. ABOUT SURAT	9
1.1 About Surat	9
1.2 About Surat Municipal Corporation	9
1.3 About Surat Smart City Development Limited (SSCDL)	10
2. PROJECT BACKGROUND	11
3. PROJECT OBJECTIVE AND SCOPE OF WORK	12
3.1 Objective	12
3.2 Broad Scope Of Work	12
3.3 Scope Of Work In Detail	12
4. SYSTEM REQUIREMENTS AND SPECIFICATIONS	15
5. ELIGIBILITY CRITERIA	27
6. INSTRUCTIONS FOR THE BIDDER	30
7. TERMS AND CONDITIONS	37
8. TECHNICAL SPECIFICATIONS	52
9. ANNEXURES TO TECHNICAL BID	59
Form-1.1 Performa of Compliance letter	59
Form –1.2 A: Format for Power of Attorney for Signing of the Proposal	61
Form –1.3: Format to Share Bidder’s Particulars	62
Form –1.4: Financial Capability Statement	65
Form –1.5: Format for Declaration by the bidder for not being Blacklisted / Debarred... ..	66
Form –1.6: Non-Disclosure Agreement	67
Form –1.7: Authorisation letter from OEM	68
Form-1.8: Affidavit	69
PRICE BID	72

I. DISCLAIMER

The information contained in this Request for Proposal document ("RFP") whether subsequently provided to the bidders, ("Bidder/s") verbally or in documentary form by Surat Smart City Development Limited (henceforth referred to as "SSCDL" in this document) or any of its employees or advisors, is provided to Bidders on the terms and conditions set out in this Tender document and any other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is not an offer or invitation to any party. The purpose of this RFP is to provide the Bidders or any other person with information to assist the formulation of their financial offers ("Bid"). This RFP includes statements, which reflect various assumptions and assessments arrived at by SSCDL in relation to this scope. This Tender document does not purport to contain all the information each Bidder may require. This Tender document may not be appropriate for all persons, and it is not possible for the Chief Executive Officer, SSCDL and their employees or advisors to consider the objectives, technical expertise and particular needs of each Bidder. The assumptions, assessments, statements and information contained in the Bid documents, may not be complete, accurate, adequate or correct. Each Bidder must therefore conduct its own analysis of the information contained in this RFP and to seek its own professional advice from appropriate sources.

Information provided in this Tender document to the Bidder is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. SSCDL accepts no responsibility for the accuracy or otherwise for any interpretation of opinion on law expressed herein.

SSCDL and their employees and advisors make no representation or warranty and shall incur no liability to any person, including the Bidder under law, statute, rules or regulations or tort, the principles of restitution or unjust enrichment or otherwise for any loss, cost, expense or damage which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, reliability or completeness of the RFP, and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process.

SSCDL also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP. SSCDL may in its absolute discretion, but without being under any obligation to do so, can amend or supplement the information in this RFP.

The issue of this Tender document does not imply that SSCDL is bound to select a Bidder or to appoint the Selected Bidder (as defined hereinafter), for implementation and SSCDL reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by SSCDL or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and SSCDL shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation for submission of the Bid, regardless of the conduct or outcome of the Selection process.

II. DEFINITIONS

In this RFP, the following word (s), unless repugnant to the context or meaning thereof, shall have the meaning(s) assigned to them herein below:

1. **“SSCDL”** or **“Authority”** means the Surat Smart City Development Limited and shall include its authorized successors and assigns at all times.
2. **“SMC”** means Surat Municipal Corporation.
3. **“Bid/Proposal”** means the proposal submitted by the Bidder(s) in response to this RFP in accordance with the provisions hereof including Technical Proposal and Price Proposal along with all other documents forming part and in support thereof as specified in this RFP.
4. **“Bidder”** means Implementation Agency responding to the RFP.
5. **“Earnest Money Deposit (EMD)”** means Security furnished by the Bidder.
6. **“Bid Process”** means the process of selection of the Successful Bidder through competitive bidding and includes submission of Proposals, scrutiny and evaluation of such Bids as set forth in the RFP.
7. **“Deadline for Submission of Bids/ Proposal”** or **“Proposal Due Date/Bid Due Date”** shall mean the last date and time for receipt of Bids as set forth in ‘Invitation for Proposal’ of this RFP or such other date / time as may be decided by SSCDL in its sole discretion and notified by dissemination of requisite information.
8. **“Monitoring and tracking solution for smart waste management Project** or **“Project”** refers to the design, development, implementation, operation, maintenance and management of Monitoring and Tracking of Smart Waste Management Solution
9. **“Agreement”** means the legal agreement including, without limitation, any and all Appendix thereto, which will be entered into between SSCDL and the Successful Bidder for smart solid waste management solution. The Draft License Agreement is specified in Appendix-5 of this RFP. The terms of this RFP, along with any subsequent amendments at any stage, shall become part of this Agreement.
10. **“Selected Bidder”** shall mean the Bidder who has emerged as preferred bidder in terms of this RFP and has been issued the Letter of Acceptance (LoA) by SSCDL and awarded the work under this RFP.

11. **“Letter of Acceptance”** or **“LOA”** means the letter issued by SSCDL to the Successful Bidder to undertake and execute the project in conformity with the terms and conditions set forth in the RFP and any subsequent amendments thereof.
12. **“RFP”** or **“Tender”** shall mean this RFP document which comprises of the following sections: Disclaimer, Instructions to Bidders, Scope of Services, Draft License Agreement, Service Level Agreement, Forms of Bid which include any applicable Appendix.
13. **Technical Proposal Evaluation Criteria** shall have a meaning specified in clause 6.2 of this RFP.
14. **Key Personnel** means the members assigned to this project who will implement the project and form the core team. Certain experienced, professional members who are essential for successful accomplishment of the work to be performed under this contract. The resumes of these personnel will be submitted for evaluation of the proposal and such personnel shall not be removed from the contract work or replaced without compliance.

Any other term(s), not defined herein above but defined elsewhere in this RFP shall have the meaning(s) ascribed to such term(s) therein and shall be deemed to have been included in this Section.

III. GLOSSARY

#	Abbreviations	Description
1.	AMC	Annual Maintenance Contract
2.	BoQ	Bill of Quantity
3.	CEO	Chief Executive Officer
4.	CPU	Central Processing Unit
5.	DD	Demand Draft
6.	EMD	Earnest Money Deposit
7.	IT	Information Technology
8.	LoI	Letter of Intent
9.	SLA	Service Level Agreement
10.	SMC	Surat Municipal Corporation
11.	SSCDL	Surat Smart City Development Limited
12.	SP	Service Provider
13.	OEM	Original Equipment Manufacturer
14.	RFP	Request For Proposal
15.	WO	Work Order
16.	NDA	Non-Disclosure Agreement
17.	GPS	Global Positioning System
18.	RFID	Radio Frequency Identification
19.	UAT	User Acceptance Test

IV. NOTICE INVITING REQUEST FOR PROPOSAL

	<p>Surat Smart City Development Limited (SSCDL) 115, Smart City Cell, Surat Municipal Corporation - HQ, Muglisara, Main Road, Surat - 395003, Gujarat.</p> <p>Notice Inviting RFP for Implementation of Smart Biometric Attendance System at various offices of Surat Municipal Corporation” [SSCDL-BiometricAttendance-02-2017]</p>	
<p>Surat Smart City Development Ltd. invites the online bid (on https://smc.nprocure.com) for supply, installation and commissioning of the Smart Biometric Attendance System with AMC of 5 years at various offices of Surat Municipal Corporation and other allied authorities from the bidder meeting the basic eligibility criteria as stated in the bid document.</p>		
Bid Fee (Non-refundable)	<ul style="list-style-type: none"> • Rs. 4032/- [Rs. 3600 + 12% GST] (by DD or Banker’s Cheque only) 	
EMD	<ul style="list-style-type: none"> • Rs. 1,50,000/- (by DD or Banker’s Cheque only) 	
Date of Issue of the Bid Document	<ul style="list-style-type: none"> • 28/09/2017 	
Pre-bid Conference by Submission of queries by email	<ul style="list-style-type: none"> • Bidders shall have to post queries by email to it@suratsmartcity.com on or before 04/10/2017, 16:00 hrs. 	
Price Bid Submission	<ul style="list-style-type: none"> • To be submitted online only on https://smc.nprocure.com on or before 10/10/2017 upto 18:00 hrs. 	
Technical Bid Submission (in Hard Copy) filled-in Technical Bid along with Bid Fee, EMD, Solvency Certificate and other documents.	<ul style="list-style-type: none"> • In sealed envelope strictly by RPAD/Postal Speed Post on or before 13/10/2017 upto 18:00 hrs. to the Chief Accountant, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat. 	
<p>The right to accept/reject any or all bid(s) received is reserved without assigning any reason thereof.</p>		
<p>GM (IT) Surat Smart City Development Ltd</p>		

A. INTRODUCTION AND BACKGROUND

1. About Surat

1.1 ABOUT SURAT

Located in western part of India in the state of Gujarat, Surat is referred as the silk city and the diamond city. It has the most vibrant present and an equally varied heritage of the past. Surat is also known as economic capital of Gujarat and is having one of the highest growth rates amongst Asian cities. As per the Census 2011, it is the eighth largest city in the country with population of 4.48 million population. On the scale of population growth, Surat is the fastest growing city in Asia and holds 4th rank in the world. On the economic front, Surat holds top position with highest per house-hold income in the country

Surat has been selected as one of twenty Indian cities (in the first round of selection) to be developed as a smart city under Smart Cities Mission.

1.2 ABOUT SURAT MUNICIPAL CORPORATION

The Surat Municipal Corporation (SMC) has responded to the challenges of fastest population growth and high speed economic development by adopting the best urban management practices. The administration of SMC with the help of the people and elected members of the city has transformed Surat to one of the cleanest cities of India. SMC has taken all necessary steps to make the city a better place to live with all amenities. SMC has taken up many path breaking initiatives and these efforts have been acknowledged at national and international level.

Utilization of Information Technology (e-Governance)

SMC had harnessed the power of IT before it became ubiquitous and a necessity for organizations of its nature and size. SMC is one of the few local self-government to adopt computerization in its early phases and use it for better governance, improving operational efficiency and increasing ease of interaction with citizens. SMC has initiated various e-Governance and m-Governance projects. The same have been recognized at national/international level. Following is the list of awards received in recent past:

- National e-Governance Award Winners 2017 by Department of Administrative Reforms & Public Grievances, Ministry of Personnel, Public Grievances & Pensions, Gol
- Business World Smart Cities Award 2016 (runner up) for SAFAL Mobile App
- Business World Smart Cities Award 2016 (winner) for SMC Mobile App

- Digital India Award 2016 (Platinum Icon) by Ministry of Electronics and Information Technology, Government of India
- IT Innovation & Excellence 2016 Award by Computer Society of India, Mumbai Chapter
- Express IT Award 2015 (Bronze) For SMC Mobile App
- Vodafone – Mobile for Good Award 2014 to Citizen’s Connect – SMC Mobile App
- Skoch Order-of-Merit to Citizen’s Connect – SMC Mobile App
- mBillionth Award South Asia 2014 to Citizen’s Connect – SMC Mobile App
- HUDCO Award for Best Practices to Improve the Living Environment 2013-14 for Mobile App & Virtual Civic Center (Online Services)
- Skoch Gold Award & Order-of-Merit for Use of e-Governance for Improved Service Delivery
- The Janaagraha G2C Award 2012 for Best website under the category “Transparency and Accountability”
- City Civic Centre won the National Award for e-Governance 2007-08 (Bronze) for Outstanding Performance in Citizen Centric Service Delivery
- Golden Jubilee Memorial Trust Awards 2007-08 for Outstanding Utilisation of Communication & Information Technology from Southern Gujarat Chamber of Commerce

1.3 ABOUT SURAT SMART CITY DEVELOPMENT LIMITED (SSCDL)

As per the Government of India’s guidelines, Surat Municipal Corporation has formed a separate Special Purpose Vehicle (SPV) as Surat Smart City Development Ltd. (SSCDL) for the implementation of projects under the smart city mission for the city of Surat. This SPV shall carry end to end responsibility for vendor selection, implementation, and operationalization of various smart city projects.

2. Project Background

Surat Municipal Corporation has over 20,000 employees working in different classes and cadres. The employees are involved in providing their services in different domains in the area of engineering, health and administration. The details of current employees are as under:

- Class-I: 188
- Class-II: 785
- Class-III: 6671
- Class-IV: 12588

These employees carry out their duties from different offices which includes head quarter, zonal offices, ward offices, health centers, WTP, WPS, STP, SPS, etc. Apart from above, SMC has also outsources various services for which the staff is deployed by the respective agency. These employees mark their attendance at respective location.

SMC wishes to implement the Smart Biometric Attendance System based on the facial recognition technology to mark the attendance of employees working at different locations.

3. PROJECT OBJECTIVE AND SCOPE OF WORK

3.1 OBJECTIVE

Considering the landscape of services offered and the employee strength of SMC, it is very important to ensure the best utilization of available resources. SMC wishes to automate the attendance system spread across various office locations and spread across various cadres of employees. The broad objectives of the project are as under:

1. To automate the process of marking attendance across different office locations and ensure realtime capturing of the attendance.
2. To have the biometric based attendance system to ensure that only the intended employee marks his/her attendance.
3. To overcome the limitation of the manual attendance system.
4. To induct transparency and accountability in operations and promote punctuality.
5. To have single view of presence or absenteeism at a given point of time across organisation.

3.2 BROAD SCOPE OF WORK

SMC invites the bids to have the Smart Biometrics Attendance System that helps to achieve the objectives mentioned above. The broad scope of work will include providing the complete Biometric Attendance Solution including all the software, hardware and network components. The agency shall be required to implement end to end solution. Following is the list of broad activities:

1. To supply, install, configure and maintain the Biometric Face Recognition Attendance devices.
2. To design, develop, configure and maintain the application covering various aspects related to implementation of Biometric Attendance Devices (e.g. application for enrollment, master data capturing, device allocation, reporting, etc.)
3. To integrate the Biometric Devices and the software solution.
4. Provisioning of customizable reports required for day to day and periodic monitoring and MIS purpose.
5. To make available the data as per the formats and as per time intervals given by SMC.

3.3 SCOPE OF WORK IN DETAIL

It is intended to have the complete end-to-end solution with regards to automate the attendance system by implementation of the Biometric Attendance Devices. The bidder shall be required to perform the complete scope. The following is the detailed scope of work. The same is inclusive and not exclusive in nature.

1. The bidder is required to supply, install, configure and maintain the Biometric Attendance Device with Face, Finger and Card Recognition as per the specifications/ features

mentioned in the tender with 1 year comprehensive OEM onsite warranty followed by 5 years of Comprehensive AMC thereafter.

2. This comprehensive maintenance contract shall cover proactive, preventive, breakdown maintenance of hardware & software support for the biometric system situated at different premises of Surat Municipal Corporation (SMC) within the city limit. The Bidder shall provide comprehensive maintenance covering all components of biometric system consisting biometric devices, vandal proof encasing, peripherals/accessories if any, its services, software supports etc. and will carry out all the activities required to keep them up and running in good working condition. It must cover all parts of the equipment in maintenance comprehensively.

3. Card Supply & Printing

The bidder shall be required to supply the cards meeting the minimum specification for issuance to the enrolled employees. The printing of the card is also within the scope of the agency. The agency will setup the card printing facility at SMC at the enrollment center till the complete rollout of the devices. Post this, the card printing support to be provided offline wherein necessary details for card printing will be provided to the bidder and the printed cards to be provided by the bidder within 5 working days.

4. Manpower Support

- The selected bidder shall be required to depute the skilled and experienced manpower in sufficient strength during the project implement phase so as to meet the implementation timeframe.
 - During the first year, the selected bidder shall be required to depute four (4) resident support engineers at Surat Municipal Corporation.
 - During the AMC period, the selected bidder shall be required to depute one (2) resident support engineers at Surat Municipal Corporation.
5. The bidder to design, develop, configure and maintain the application covering various aspects related to implementation of Biometric Attendance Devices (e.g. application for enrollment, master data capturing, device allocation, reporting, etc.) integrated with Biometric Attendance Devices. The solution must meet the functional requirements detailed in the RFP.
 6. The bidder will be required to ensure that all the peripherals, accessories, sub-components required for the functionality and completeness of the schedule of requirements, including but not limited to devices, accessories, patch cords, cables, software, licenses, tools, etc. would also be provisioned for successful installation, integration and commissioning of systems and solutions as specified in the RFP.
 7. The bidder shall be required to carry out preventive and corrective maintenance of all hardware/software supplied including replacement of defective parts, installation/reinstallation and configuration/reconfiguration of hardware, software and other tools during warranty period.
 8. The bidder shall be required to repair the faulty component/equipment at the earliest or within the problem resolution time. However if any component/equipment gives

continuous trouble, the bidder shall replace the same with the new compatible component/equipment of the same or higher configuration without any additional cost to SMC.

9. Training:

- The selected bidder shall be required to impart instructor led training by trained and qualified instructor to the personnel nominated by SMC.
- There will be two type of training: (1) Technical training covering areas related to configuration, management, trouble shooting, etc. (2) General training from operator's perspective.
- The selected bidder shall be responsible for finalizing a detailed training plan in consultation with SMC.
- If required, the selected bidder shall arrange and provide refresher training.
- The selected bidder shall be responsible to provide user manual & Training Manual in Gujarati and English and various manuals including Systems Administration Manuals, Installation Manuals, Operational Manuals and Maintenance Manuals

10. The bidder will be required to collect non-working devices from Field and provide them with functional and configured working devices.

11. The bidder will be required to promptly fix bugs/issues identified in the application throughout the contract period, implement changes in the software application (both at server side as well as client side) if any, for time to time.

12. The bidder will be required for development of MIS and dashboard, generation of various reports defined by the SMC.

4. SYSTEM REQUIREMENTS AND SPECIFICATIONS

For the purpose of implementing the Smart Solid Waste Management Solution, the selected bidder shall be required to provide the hardware and software solution. The following section covers the requirements of the software solution and hardware. The bidder needs to propose solution meeting or exceeding the below mentioned minimum specification.

4.4.1 Admin Module

Admin module will provide functionality of creating and managing users, roles, masters, etc. It shall also enable various other administrative tasks like deletion of records, insertion of records, updation of records, etc. Indicative list of requirements for the module for Admin/Managers is as under:

1. System should be Multi-user System with facility to create/define various roles and rights to operate system.
2. User & Role Management Module
 - a. The software solution should have facility to register users capturing necessary user details.
 - b. Define roles and associated privileges
 - c. Maintain user hierarchy (Super admin, Section admin, Employee, etc.)
 - d. Create/Edit/Delete user role with specific privileges (the solution should have capability to show/hide screens based on user roles.)
 - e. The administrator user should have feature to reset password for users.
3. Create & Manage masters pertaining to zone, wards, departments, organisation/company/entity, office locations, etc.
4. Create & Manage Contracts
 - a. Create/Edit/Delete Contacts capturing details like start date, end date, agency, contact details along with details of manpower requirement
5. Create & Manage Attendance Devices
 - a. Create/Edit/Delete Attendance Devices
 - b. Mapping of Attendance Devices with Zone, Ward, Department and Location
 - c. Mapping of Attendance Device with Site Incharge with contact details
 - d. Management of Attendance Device with history including start date and end date, allocation details, etc.
6. Upon specific user request, the admin user/manager should have functionality to revert/alter/insert any transactional record. Necessary audit trails should be maintained in the solution.
7. Provision for manual attendance from back-end should be made in the system with password protection and approval of head of department. The privileges for the same should be configurable based on the site / department / zone level. The module should also permit marking of attendances in case of issue with the device.
8. Create/Edit/Delete locations

9. The login credentials of the user must be stored in a protected manner with encryption.

4.4.2 Employee Enrollment & Management Module

Employee Enrollment Module will provide functionality for enrolling new employee and managing existing employees. Indicative list of requirements for the module is as under:

1. Capture Employee Master data like Employee No., Name, Designation, Class, date of joining, date of retirement, contact no., etc.
2. Capture Employee specific biometric templates.
3. Capture Employee transaction data like department, work time details/shift details, office location, etc.
4. There must be provision to maintain and retrieve historic data.
5. Necessary audit trail must be maintained to track changes in the data.
6. Facility to enroll employees of SMC as well as other entity/company/contractor.
7. Should have provision for automatic transfer (Optionally manual) of data from the readers to the computer without any operator interface.
8. Should have provision to assign and update shifts and working days
9. There should be provision to assign individual or multiple employees to a specific device / multiple devices installed at one location/site for marking of the attendance.
10. There should be provision to group employees based on site / department / zone / etc. for assigning the employee management functionality to appropriate user for such group.
11. Prior to complete enrollment process, there should be provision to check for duplicate records matching the biometric profile of the employee being enrolled.

4.4.3 Attendance Device Management Module

Attendance Device Management Module will provide functionality to create new attendance devices and manage existing devices. Indicative list of requirements for the module is as under:

1. Create new Attendance Device capturing device specific information
2. Allocate the device to specific zone, department, location
3. There must be provision to maintain and retrieve historic data.
4. There should be console to monitor and manage Attendance Devices installed at various locations.

4.4.4 Entity/Company/Contractor Module

SMC has outsources various activities including O&M services. As part of the service, the contractor is required to deploy specific manpower. SMC also wishes to get track of the availability of these manpower. Indicative list of requirements for the module is as under:

1. Facility to create new entity / company/ contractor with contract details (contract start date, end date, zone, wards, work order no., project code, etc.)

2. Define manpower requirements
3. Define holidays and working days for a specific entity/company/contractor

4.4.5 Shift Management Module

The operations of SMC are carried out in different shifts depending on the activity/operation. In general the administrative staff work from 10:30 am to 6:10 pm (recess time 2:30 pm to 3:00 pm) whereas the technical staff work from 8:30 am to 12:30 pm and 2:10 pm to 6:10 pm. Emergency service staff work round the clock. The Shift Management Module must have the capability to define such varied working hours. Indicative list of requirements for the module is as under:

1. Facility to create multiple shift structures with shifts/working hours
2. Define the no. of in and out punches for the specific shift
3. Define the recess time for the specific shift
4. Define and manage Shift Rosters (i.e. rotational shift patterns can be created & assigned to the employees), define shift for each day of the week with weekly off. Provision of assigning a future shift to an employee. Application should have provision to manage the in time and out time spread across two calendar days.

4.4.6 Attendance Rule Management Module

This module should allow to configure various rules pertaining to different category of employees. The indicative list of requirements for the module is as under:

1. Defining of the punches for the in time, out time and recess time for different category of employees.
2. The authorized user should have the flexibility in punch selection for time attendance calculation.
3. Provision to define the minimum full day hours, minimum half day hours, permissible time (if any) for late coming or early leaving
4. Provision to configure time duration for ignoring repeated punches.
5. Provision to define the holidays, weekly off, etc.

4.4.7 Profile Storing

1. The profile of each and every enrolled employee along with face and figure templates should be stored in the centralized database.
2. The profile of set of employees working at a specific site should also be stored in the devise(s) placed at that site.
3. The profile should also be stored in the Employee Card that is to be provided to the employees. In case the employee reports at any other site, the template stored in the card should be used to validate and mark the attendance of the employee.

4.4.8 Card Issuance Module

The selected agency will be required to print and issue the employee card to the enrolled employee. The solution should have the card issuance module. This module will be used to manage the cards issued to the enrolled employees. Indicative list of requirements for the module is as under:

1. Each card should have unique number and the same should be mapped with the individual employee number.
2. The agency shall propose the employee card designs which will be approved by SMC.
3. The cards meeting the required specification shall be printed and issued to the enrolled employees.
4. The history of the cards issued to a particular employee should be maintained.
5. The module should provide the facility export and store the face or finger template of a specific employee in his/her employee card.

4.4.9 Employee Attendance & Enrollment Data Transfer

1. The data from the respective site must be transferred to central database. There should be provision to transfer the data in realtime and in case of network unavailability the data should be transferred as soon as connectivity is restored.
2. The data transfer should be intelligent and efficient with a view to minimize the bandwidth requirements.
3. The data must be saved securely in the device memory. In case the connectivity is down, the data so stored should be transferred as and when the connectivity resumed. On resumption of power, once the machine is switched on, the pending data should be transferred to the central database.

4.4.10 Reports and Management Dashboard

Dashboard feature should give a quick and easy view to know overall staff availability status on real time basis. It should display status of attendance and absenteeism across organisation / department / location. The solution should have option to customize dashboard based on user role. The dashboard for user/officer at specific site should be different from that of user/officer at department/zone level and that of the user/officer at HQ level.

Reporting module should have the following:

1. Should have User friendly chart or dashboard on the opening screen for Daily / Monthly status view.
2. Should have various sorting and selection features available to generate the reports i.e. Department wise, Unit wise, employee wise, class wise, designation wise, etc.
3. Each report should have option to generate report for a current day, past week, past month, given day and specific date range (from date – to date).
4. Reports should be available for download in PDF format.
5. Certain reports specified should also be available for download in word/excel format.

6. Necessary charts (like bar charts, pie charts) should be used to make the dashboard and reports easy to understand and highlight the trend.

The requirements with regards to various reports is as under. The same is indicative in nature and will be finalized at the time of finalizing the System Requirements Specifications Document (SRS).

The following reports should be available:

Reports on

- Late arrival report for a specific employee / location / class / designation / department / zone / SMC
- Early departure report for a specific employee / location / class / designation / department / zone / SMC
- Early arrival for a specific employee / location / class / designation / department / zone / SMC
- Presence / absenteeism for a specific employee / location / class / designation / department / zone / SMC
- Shift wise presence/ absenteeism for a specific employee / location / class / designation / department / zone / SMC
- Absenteeism report for a specific employee / location / class / designation / department / zone / SMC [Leave data from SMC system should be captured to display the information regarding the absenteeism (with prior approval and without prior approval)]
- Summary dashboard for a location / class / designation / department / zone / SMC
- Average working hour report for a given employee
- Missed punch(es) report for a given employee / location / class / designation / department / zone / SMC
- Machine downtime report
- Employee summary covering the average in time, out time & recess time, late arrivals, early departures, total presence vs absence, average working hours, etc.
- Location wise / department wise / class wise / designation wise / SMC wise summary showing average in time & out time, average working hours, absenteeism, late arrivals, early departures, etc.
- Over time report for a specific employee / location / department / zone / SMC
- Over time Summary
- Off day working report
- Location wise / zone wise / SMC overall device availability report at a given point of time (showing on devices and off devices with off time duration).
- Muster roll for a given location/department/zone
- Report on the count of employee marking attendance using the facial recognition, finger print and employee card.

4.4.11 Other requirements

1. The solution must have centralized application and database.
2. It should have facility to enroll user from centralized location or from respective site.
3. There should be provision to map a given employee or set of employees with a specific site consisting of one or more devices.
4. There should be provision for the Employee to log into the system & track his/her attendance, raise requests like manual punches, etc.
5. All the devices should be visible from the central console. The console should indicate the status of each and every device with last reporting time.
6. The solution should have capability to integrate with Email and SMS gateway to send Email and SMS. SMC will provide email and SMS gateway with necessary api. SMS and Email gateway integration will be the responsibility of bidder.
7. The dashboard and specific reports of the solution as finalized by SMC should be accessible from smart devices (e.g. iOS/android cell phones, tablets etc.).
8. **Internal & External Integrations:** The required application should be developed with latest technologies and should be open for integrations with other applications/portals of the Department. The captured data may be required to be integrated with various internal & external interfaces.
9. The solution should be scalable and should not have any restrictions on number of users using the solution, licenses, number of employees marking attendances, no. of devices installed, no. of locations covered and no. of entities/companies covered.
10. The Biometric Attendance System will be integrated with the payroll system of Surat Municipal Corporation. The selected bidder shall be required to provide the interface for automatic data transfer from the attendance application to SMC on real-time basis.
11. Necessary SDK/APIs for the integration with the devices should be provided.
12. The application console should be compatible with popular browsers (Chrome, Firefox, and Internet Explorer).
13. Biometric Device must be connected and configured to the central server of Surat Municipal Corporation.

4.4.12 Database

1. Software must be based on leading and proven RDBMS. The RDBMS must be either MS SQL, Oracle, Postgres or MySQL.
2. The selected bidder shall be required to bring the license of the RDBMS suitable with their solution. The price of the RDBMS license shall be specified in the price bid.
3. The selected bidder shall be required to install, configure and maintain the database during the contract period.
4. Necessary provisions shall be made in the database as per SMC requirements for integration with the payroll or any other application. The database of payroll system of SMC is currently in MS SQL Server.

5. The selected bidder shall be required to ensure that the system is integrated with SMC systems and data interchange takes place. SMC will extend necessary support in this regard.
6. The integration for data exchange with SMC systems shall be on real-time basis.
7. The database credentials must be shared with Surat Municipal Corporation.
8. Daily/periodic Backup shall be configured to ensure availability of data in case of issue with live database.

4.4.13 Application Hosting

The solution shall be hosted in SMC data center. SMC will provide the server to host the application and database. The selected bidder shall be required to install and configure the required database. The integrated data from all Attendance Devices installed at various location should be available in a central database on a central server located at SMC datacenter i.e. all devices/application components should use a central database to store data. The data should be stored in such a way that whenever required it can be queried and made available in report format. The data should be stored in such a way that whenever required it can be queried and made available in report format.

4.4.14 Network Connectivity & Other Support

SMC will provide the necessary networking support at the Datacenter to connect the central database within SMC intranet and internet.

At the respective sites, SMC will provide the space for mounting the devices, power supply and the network connectivity. The solution must support the connection with the central server on real-time using the intranet or internet (with or without fixed IP) without repeated changes at client side.

4.4.15 Device Types

The operations of SMC span across different offices and the employee strength at these locations varies. Considering the employee strength, SMC is looking to have two types of devices:

- Type A device which will be installed at offices like HQ, Zone, SMIMER, etc.
- Type B devices which will be installed at other office locations like ward office, WTP, STP, etc.

The selected bidder can offer, Type-A device and Type-B device (meeting or exceeding the minimum specifications) from either the same OEM or different OEM. However the following criteria must be met:

- There should not be separate enrollment for Type-A and Type-B devices.
- The centralized application software and database must be same.
- The attendance should be reported on the single console.
- The employee templates should be transferrable to any type of device.

- Template on card feature should be supported seamlessly across both the types of devices where in if employee template is not available on local device, the attendance should be marked by reading the face or finger templates stored on card & comparing the same at the time of marking of presence.

4.4.16 Hardware Specifications

I. Biometric Device – TYPE A (minimum technical specification)		
Sr. No.	Feature	Descriptions
1.	Authentication Method	Biometric authentication based of face recognition, finger print recognition, Card, Password and combinations (configurable) with the following priority 1. Face 2. Finger 3. Card
2.	Processor	1GHz Processor or better for fast processing.
3.	Display	- Screen Size – 3.5” Touch Screen Colour Display
4.	Memory	- Memory to store up to 1,000 Face and 2,000 Fingerprints on terminal itself. - Device Memory: RAM – 1 GB - Memory to store minimum 1,00,000 transaction logs along with min 4,000 picture logs
5.	Communication	- Built-in wired Ethernet connectivity - Protocol support DHCP/SSL/IPv4 - Connectivity using direct SIM card / USB Dongle preferred - Built-in Wireless connectivity with wifi preferred - Device must be capable to communicate with the central server (with fixed IP) through intranet/internet without fixed IP
6.	Camera	- Built-in 1.3 MP camera with IR sensor - It should read a face in 0 lux conditions means extreme dark environments and even with considerable background light of 20,000 lux.
7.	Fingerprint Scanner	- 500 dpi optical sensor - Minimum sensor area 13 mm X 15 mm
8.	Keypad	Touch screen based
9.	RF Card Reader	- High Frequency Contactless Smart Card Reader - Read Range: Up to 10 cm. - Capability to read MIFARE RFID Card - The protocol of data from the reader shall be an open format and non-proprietary.
10.	Authentication mode & speed	- System should be able to perform in 1:1 and 1:n authentication modes. For 1:1 mode: < 1 second For 1:n mode: < 4 second

11.	FRR / FAR for Face & Finger Recognition	FRR – 0.1% or better / FAR – 0.001% or better
12.	Operating Temperature	Temp 0 degree to 45 degree
13.	Indicator	<ul style="list-style-type: none"> - Indication through Sound and Display - Sound (24 bit). Sound should be audible to the users even after placement of the protective enclosure. - Provision to provide a unique tone for various status conditions such as successful attendance marking / failure to mark attendance, etc. - Appropriate visible display message should be shown based on the event type. - The display and sound should be synchronised. <p>In case of failure to read the face, the system should show appropriate message for marking attendance through finger and subsequently card and pin.</p>
14.	Support for backup	<ul style="list-style-type: none"> - Support for data export/import/backup on external media using USB or MicroSD/SD/etc. card
15.	Certificates	<ul style="list-style-type: none"> - CE / FCC / ROHS Certifications
16.	Security	<ul style="list-style-type: none"> - Ability to detect live face and live fingerprint - Device must ensure that the person marking the presence is actually present. - Attendance should not be marked using image / video <p>Attendance should not be marked using fake fingerprints made of Rubber, Silicon, Gel, etc.</p>
17.	Template on Card	<ul style="list-style-type: none"> - Device should support the Template on card feature by reading the face or finger templates stored on card & comparing the same at the time of marking of presence, in case the template is not stored locally on the device.
18.	Enrolment	Enrolment by capturing face template and template of two(2) fingers for each employee
19.	Software/firmware updates	<ul style="list-style-type: none"> - All software/firmware updates to be provided free of cost during the contract period. <p>There should be provision to update the software/firmware from the central console.</p>
20.	Other features	<ul style="list-style-type: none"> - The download punch information of employees from the readers should be transferred to the central server in real-time.
21.	Other features	<p>To capture picture of authorized or unauthorized users & transfer the same to server on real time basis w/o any delay unless network is down.</p> <p>The device should have full functionality in off-line mode. It should be able to send all events once connectivity is</p>

		re-established (employees must be able to punch in/out for shift, break, entry, exit, etc. while device is offline).
22.	Other features	The device must have built-in real-time clock and the same should be in sync with the server time.
23.	Other features	The reader should be rugged and should be capable to operate in diverse office/working environment. It should be capable to work 24*7; it should be built within a tamper proof rugged body to make it more secure and rodent proof; device must be strong enough to sustain shock/drops from table heights etc.
24.	Power Supply	The device shall come with India style power plug and should work in standard power supply condition (230 V single phase power supply).

II. Biometric Device – TYPE B (minimum technical specification)

#	Feature	Descriptions
1.	Authentication Method	Biometric authentication based of face recognition, finger print recognition, Card, Password and combinations (configurable) with the following priority 1. Face 2. Finger 3. Card
2.	Processor	1GHz Processor or better for fast processing.
3.	Display	- Screen Size – 3.5” Touch Screen Colour Display
4.	Memory	- Memory to store up to 500 Face and 1000 Fingerprints on terminal itself. - Device Memory: RAM – 512 MB - Memory to store minimum 50,000 transaction logs along with min 2,000 picture logs
5.	Communication	- Built-in wired Ethernet connectivity - Protocol support DHCP/SSL/IPv4 - Connectivity using direct SIM card / USB Dongle preferred - Built-in Wireless connectivity with wifi preferred - Device must be capable to communicate with the central server (with fixed IP) through intranet/internet without fixed IP
6.	Camera	- Built-in 1.3 MP camera with IR sensor - It should read a face in 0 lux conditions means extreme dark environments and even with considerable background light of 20,000 lux.
7.	Fingerprint Scanner	- 500 dpi optical sensor - Minimum sensor area 13 mm X 15 mm
8.	Keypad	Touch screen based
9.	RF Card Reader	- High Frequency Contactless Smart Card Reader - Read Range: Up to 10 cm. - Capability to read MIFARE RFID Card - The protocol of data from the reader shall be an open format and non-proprietary.

10.	Authentication mode & speed	<ul style="list-style-type: none"> - System should be able to perform in 1:1 and 1:n authentication modes. <ul style="list-style-type: none"> o For 1:1 mode: < 1 second - For 1:n mode: < 4 second
11.	FRR / FAR for Face & Finger Recognition	FRR – 0.1% or better / FAR – 0.001% or better
12.	Operating Temperature	Temp. 0 degree to 45 degree
13.	Indicator	<ul style="list-style-type: none"> - Indication through Sound and Display - Sound (24 bit). Sound should be audible to the users even after placement of the protective enclosure. - Provision to provide a unique tone for various status conditions such as successful attendance marking / failure to mark attendance, etc. - Appropriate visible display message should be shown based on the event type. - The display and sound should be synchronised. - In case of failure to read the face, the system should show appropriate message for marking attendance through finger and subsequently card and pin.
14.	Support for backup	<ul style="list-style-type: none"> - Support for data export/import/backup on external media using USB or MicroSD/SD/etc. card
15.	Certificates	CE / FCC / ROHS Certifications
16.	Security	<ul style="list-style-type: none"> - Ability to detect live face and live fingerprint - Device must ensure that the person marking the presence is actually present. - Attendance should not be marked using image / video - Attendance should not be marked using fake fingerprints made of Rubber, Silicon, Gel, etc.
17.	Template on Card	Device should support the Template on card feature by reading the face or finger templates stored on card & comparing the same at the time of marking of presence, in case the template is not stored locally on the device.
18.	Enrolment	Enrolment by capturing face template and template of two(2) fingers for each employee
19.	Software/firmware updates	<ul style="list-style-type: none"> - All software/firmware updates to be provided free of cost during the contract period. - There should be provision to update the software/firmware from the central console.
20.	Other features	The download punch information of employees from the readers should be transferred to the central server in real-time.
21.	Other features	To capture picture of authorized or unauthorized users & transfer the same to server on real time basis w/o any delay unless network is down. The device should have full functionality in off-line mode. It should be able to send all events once connectivity is re-established (employees must be able to punch in/out for shift, break, entry, exit, etc. while device is offline).
22.	Other features	The device must have built-in real-time clock and the same should be in sync with the server time.

23.	Other features	The reader should be rugged and should be capable to operate in diverse office/working environment. It should be capable to work 24*7; it should be built within a tamper proof rugged body to make it more secure and rodent proof; device must be strong enough to sustain shock/drops from table heights etc.
24.	Power Supply	The device shall come with India style power plug and should work in standard power supply condition (230 V single phase power supply).

III. RFID Card Specification (minimum technical specification)

Sr. No.	Feature	Descriptions
1.	RFID Card (MIFARE-4K)	<ul style="list-style-type: none"> - Technology : Mifare 4K - Standard size : ISO 7810 (5.40 x 8.57 x 0.076 cm) - EEPROM Size : 4 Kbyte - Compliance : ISO 14443A - Color : White - Security features to avoid unauthorized reading - Suitable for Photo ID printing - Should have 10 years data retention. - Should be made of rugged, reliable, non-breaking plastic material - Must be integrated with the proposed solution to write the user face and finger template.

IV. Biometric Device Enclosure (minimum technical specification)

1.	Device Enclosure	<p>The reader to be mounted on walls with proper enclosures/stands for ease of operation and accessibility.</p> <ul style="list-style-type: none"> - Body of Enclosure should be Metal & tamper proof. - It should have sufficient space to accommodate Biometric Device and Power Supply. - Air Ventilation should be sufficient to avoid heating. - It should have lock and key provision for safety. - Provision for Wall Mounting is required. - It should be powder coated. - Should have sufficient thickness to protect the device.
----	------------------	---

5. ELIGIBILITY CRITERIA

The bidder interested in being considered for "Bid for Implementation of Smart Biometric Attendance System at various offices of Surat Municipal Corporation" must meet the following minimum eligibility criteria:

#	Pre-Qualification Criteria	Proof Document Required
5.1	The Bidder should be manufacturer/OEM of the Biometric Device. In the case the bidder is not manufacturer, the bidder should be duly authorized by the manufacturer/OEM to supply the goods by submitting Manufacturer's Authorization as per "Form -1.7: Authorisation letter from OEM".	Manufacturer's Authorization Form document to be submitted for Biometric Device. (Form -1.7: Authorisation letter from OEM)
5.2	The bidder should have an average annual turnover of Rs. 50 lakhs in each of the last three financial years i.e. 2014-15, 2015-16 and 2016-17. The copies of Audited Annual Accounts for last three years to be submitted along with the bid [Financial Years of 2014-15, 2015-16 and 2016-17]. If 2016-17 Financial Statements of any bidder is unaudited then the Audited Financial Statements of 2013-14 along with an undertaking letter from the bidder that the 2016-17 Statements are not audited is to be submitted.	Financial Capability Statement as in Appendix-1 Form -1.4
5.4	The bidder must have completed at least 5 years of experience/operation in the field of Supply, Installation and Implementation of Biometric based Time Attendance Systems as on bid start date.	Copy of work order / Completion certificate / Contract clearly indicating years in operation
5.5	If Type-A & Type-B devices are from same OEM The OEM (by OEM or its channel partner) shall have successfully completed the supply to PSU / Government Organization / Banks / Educational institutions [Financial Years of 2014-15, 2015-16 and 2016-17] <ul style="list-style-type: none"> at least 80% of the tender quantity (420 nos.) of Biometric devices in one financial year during last three years out of which one order shall be of 50% of the tender quantity (263 nos.). 	Copy of work order / Completion certificate / Contract clearly indicating quantity

OR

- at least 60% of the tender quantity (315 nos.) of Biometric devices in each of two financial year during last three years out of which two order shall be of 33% of the tender quantity (173 nos.).

If Type-A & Type-B devices are from different OEM

OEM Criteria for Type-A

The OEM (by OEM or its channel partner) shall have successfully completed the supply to PSU / Government Organization / Banks / Educational institutions [Financial Years of 2014-15, 2015-16 and 2016-17]

- at least 80% of the tender quantity (200 nos.) of Biometric devices in one financial year during last three years out of which one order shall be of 50% of the tender quantity (125 nos.).

OR

at least 60% of the tender quantity (150 nos.) of Biometric devices in each of two financial year during last three years out of which two order shall be of 33% of the tender quantity (83 nos.).

OEM Criteria for Type-B

The OEM (by OEM or its channel partner) shall have successfully completed the supply to PSU / Government Organization / Banks / Educational institutions [Financial Years of 2014-15, 2015-16 and 2016-17]

- at least 80% of the tender quantity (220 nos.) of Biometric devices in one financial year during last three years out of which one order shall be of 50% of the tender quantity (138 nos.).

OR

	<ul style="list-style-type: none"> at least 60% of the tender quantity (165 nos.) of Biometric devices in each of two financial year during last three years out of which two order shall be of 33% of the tender quantity (91 nos.). 	
5.6	The bidder must have supplied average 100 or more Biometric Attendance Devices or biometric based access control devices in any two financial year out of last three years [Financial Years of 2014-15, 2015-16 and 2016-17].	Copy of work order / Completion certificate / Contract clearly indicating quantity
5.7	The bidder must have at least one support/service center in Surat, please attach documentary evidence. In case the bidder is OEM and is providing after sales support through Franchisee and/or Service Provider, the Franchisee and/or Service Provider must have at least one service center in Surat. The undertaking in hard copy duly signed by the bidder OEM & the franchisee and/or Service Provider shall also be attached with the bid for after sales support. [Note: If bidder does not have the local presence, it should open a local office within 60 days from issuance of LOI / Work Order whichever is earlier.]	Proof of address for Service Center in Surat
5.8	The bidder should not be black-listed / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender.	Anti-Blacklisting Affidavit as per as per "Form –1.5: Format for Declaration by the bidder for not being Blacklisted / Debarred"
5.9	The bidder should furnish Bid Fee and an Earnest Money Deposit (EMD) as specified in RFP and the bidder should furnish Solvency Certificate amounting minimum 20% of the consideration of the Contract from a scheduled/nationalized bank.	EMD & Bid Fee as per RFP along with Solvency Certificate

Note:

Bidders who wish to participate in this bid will have to register on <https://smc.nprocure.com> Further bidders who wish to participate in online bids will have to procure Digital Certificate as per Information Technology Act 2000 using which they can sign their electronic bids. Bidders can procure the same from (n) code solutions – a division of GNFC Ltd., or any other agency licensed by Controller of Certifying Authority, Govt. of India. Bidders who already have a valid Digital Certificate need not procure a new Digital Certificate.

6. Instructions for the Bidder

6.1 **Availing Bid Documents**

Blank bid documents can be downloaded from the web site <https://smc.nprocure.com> up to the date and time mentioned in the Online Bid Invitation Notice SSCDL-BiometricAttendance-02-2017.

6.2 **Addenda & Corrigenda**

If required the Addenda and Corrigenda will be issued and the same will **form the part of the original bid documents** and shall override any contradicting effects in the original bid document.

6.3 **Proposal Submission Format & Sealing and Marking of Proposals**

- a) The Bid Fee and EMD of the required value and in approved format as specified in clause 3.5 shall be sealed separately in an envelope on which the following shall be super scribed:

“Envelope 1 – Bid Fee & EMD for RFP No.: “SSCDL-BiometricAttendance-02-2017”

- b) The Technical Proposal shall be sealed separately in an envelope on which the following shall be super scribed:

“Envelope 2 – Technical Proposal for RFP No.: “SSCDL-BiometricAttendance-02-2017”

The bidder shall submit all the relevant documents so as to ascertain the claims made. Following is the indicative list of documents that are to be submitted. The documents of Technical Proposal shall be as per the Appendix 1 of this RFP and should comprise of all documents required to be submitted as per the said Appendix 1. The checklist of Technical Proposal presented below:

Check list for documents - Technical Proposal

Sr. No.	Appendix	Particulars
1	EMD & Bid Fee	DD/Banker’s Cheque of requisite amount in favor of Surat Smart City Development Limited
2	Appendix 1 Form -1.1	Performa of Compliance letter signed by authorized signatory of Bidder.
3	Appendix 1 Form -1.2 A	Authorization of signatory in the form of Board Resolution or Power of Attorney (POA notarized and Applicable in case of bid not being signed by the person directly authorized by the bidder), as applicable.
4	Appendix 1 Form –1.3	Particulars of the Bidders

5	Appendix 1 Form –1.4	Financial Capability statement
6	Appendix 1 Form -1.5	Anti-Blacklisting Certificate
7	Appendix 1 Form -1.6	Non-Disclosure Agreement signed and submit to SSCDL
8	Appendix 1 Form -1.7	Authorization letter from OEM
9	Appendix 1 Form-1.8	Affidavit
10	Section-8	Technical Specification Compliance sheet along with the product brochure/ data sheet
11		Original RFP documents issued along with addendums/amendments thereto, duly signed by the Bidder through its authorized signatory on all pages
12		Valid Solvency Certificate amounting 20% of the consideration of the Contract from a scheduled/nationalized bank

- c) **Outer Envelope:** Both the above stated envelopes, shall be place in a large envelope / outer envelope containing above envelopes must be sealed and super scribed

Details to be mentioned on sealed envelop	
<p><u>Tender Details</u></p> <ul style="list-style-type: none"> • Notice No.: SSCDL-BiometricAttendance-02-2017 • RFP for Implementation of Smart Biometric Attendance System at various offices of Surat Municipal Corporation 	<p>To, The Chief Accountant, Surat Municipal Corporation, Mahan agar Seva Sadan, Gordhandas Chokhawala Marg, Muglisara, Surat - 395 003, Gujarat, INDIA.</p>

- d) The **Price Proposal** must be submitted online only on <https://smc.nprocure.com> on or before the last date of submission.
- e) The Bidders are required to submit its Proposal (i.e. Technical Proposal and Price Proposal) on or before the due date

The envelope containing Technical Bid must be sent **strictly by Postal Speed Post or Registered Post AD** only so as to reach on or before **19/08/2017 upto 18:00 hrs.**

If the envelopes are not sealed and marked as instructed above, the Authority assumes no responsibility for the misplacement or premature opening of the contents of the Proposal submitted and consequent losses, if any, suffered by the Bidder. Proposals submitted by fax, telex, telegram, or e-mail shall not be entertained and shall be rejected.

6.4 Mode of Submission

TECHNICAL BID

Technical Proposal along with the supporting documents must be submitted through RPAD/Speed Post only.

Bids received in any other manner or mode (like courier, in person, etc.) will not be considered. SMC won't be responsible for postal delays.

PRICE BID

The price bid must be submitted online on <https://smc.nprocure.com>. It should not to be sent physically, if submitted physically the bid shall be rejected.

6.5 Pre-bid Queries

A prospective Bidder requiring any clarification on the RFP Document may submit his queries, via email, to the following e-mail id on or before **01/08/2017 upto 16:00 hrs.** Email Id for submission of queries: **it@suratsmartcity.com**

The queries must be submitted in the following format:

Bidder's Request for Clarification			
Name and Address of the Organization submitting request		Name and Position of Person submitting request	Contact Details of the Organization / Authorized Representative
			Tel: Mobile: Fax: Email:
Sr. No	Bid Reference(s) (Section, Page)	Content of Bid requiring clarification	Points of clarification required
1			
2			

6.6 Bid Fee & Earnest Money Deposit (EMD)

- The bidder should pay non-refundable **Bid Fee of Rs. 4032/-** [Rs. 3600 + 12% GST] (Rupees Four Hundred & Forty Eight Only) and **EMD of Rs. 1,50,000/-** (One Lakh Fifty Thousand Only) by separate Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at Surat in favour of **"Surat Smart City Development Limited"**.

- Failure to submit Bid Fee and EMD as required shall lead to the bid being rejected summarily.
- Any bid not accompanied with valid Earnest Money Deposit in the acceptable amount, form and validity period will be summarily rejected by the Authority as being non-responsive and bids of such Bidder shall not be evaluated further.
- No interest will be payable by the Authority on the Earnest Money Deposit.
- The EMD of unsuccessful Bidders will be returned by the Authority, without any Interest, as promptly as possible on acceptance of the Proposal of the Selected Bidder or when the Authority cancels the Bidding Process.
- The Selected Bidder's EMD will be returned, without any interest, upon the Selected Bidder signing the Agreement and furnishing the Security Deposit in accordance with the provision thereof.
- The EMD shall be forfeited and appropriated by the Authority as damages without prejudice to any other right or remedy that may be available to the Authority hereunder or otherwise, under the following conditions:
 - If a Bidder submits a non-responsive Proposal;
 - If a Bidder engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice;
 - If a Bidder withdraws its Proposal during the Proposal Validity Period as specified in this RFP and as extended by mutual consent of the respective Bidder(s) and the Authority;
 - In the case of Successful Bidder, if it fails within the specified time limit –
 - to sign and return the duplicate copy of LOA
 - to sign the Agreement within the time period specified by the Authority.
 - to furnish the Security Deposit along with the signed copy of LOA; or
 - In case the Successful Bidder, having signed the Contract, commits any breach thereof prior to furnishing the Security Deposit.

6.7 **Due Diligence:**

The Bidders are encouraged to examine and familiarize themselves fully about the nature of assignment, scope of work, all instructions, forms, terms and conditions of RFP, local conditions and any other matter considered relevant by them before submitting the Bid by paying a visit to the site, sending written queries to the Authority, and attending a Pre-Bid meeting.

6.8 **Acknowledgement by Bidder**

- (a) It shall be deemed that by submitting the Bid, the Bidder has:
 - (i) made a complete and careful examination of the RFP
 - (ii) received all relevant information requested from the Authority;
 - (iii) accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the Authority

- (iv) acknowledged that it does not have a Conflict of Interest
- (v) agreed to be bound by the undertakings provided by it under and in terms hereof.

The Authority shall not be liable for any omission, mistake, or error in respect of or any of the above or on account of any matter or thing arising out of or concerning or relating to the RFP or the Bidding Process, including any error or mistake therein or in any information or data given by the Authority.

- 6.9 The bid should be filled in legibly, clearly indicating the figures and its value in words too.
- 6.10 The bidder will be bound by the details furnished to SSCDL/SMC, while submitting the bid or at subsequent stage. In case, any of such documents furnished by the bidder is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable to legal action besides termination of contract.
- 6.11 **Conditional Bids:** All the terms and conditions mentioned herein must be strictly adhered to by all the bidder. Conditional tenders shall not be accepted on any ground and shall be subject to rejection without assigning any reason.
- 6.12 **Withdrawal of Bids**
Bid once filled in, submitted shall not be allowed to be withdrawn till the validity of the bid remains in force or else the EMD shall be liable for forfeiture.
- 6.13 **Period of Validity**
The offer should be valid for acceptance for a minimum period of **180 days** from the date of opening of the Price Bid. If required, SSCDL/SMC may request the bidder to have it extended for a further period.
- 6.14 **Language of Bids**
The bids prepared by the bidder shall be in the English language. The supporting documents in language other than English/Hindi/Gujarati must have its English translation (which is to be duly attested by the bidder), for purposes of interpretation of the bid, the English translation shall govern.
- 6.15 **Right To Accept or Reject Any Bid or All Bids**
SSCDL/SMC reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for SSCDL/SMC's action.
- 6.16 **Firm Prices & Bid Currency**
Prices quoted must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. Prices shall be expressed in Indian Rupees (INR) only.
- 6.17 **Costs to be Borne by Bidder**
All costs and expenses (whether in terms of time or money) incurred by the bidder in any way associated with the development, preparation and submission of the bid, including but not limited to attendance at meetings, discussions, demonstrations, etc.

and providing any additional information required by SSCDL/SMC, will be borne entirely and exclusively by the bidder.

6.18 Acceptance of Terms & Conditions

The bidder will, by taking participation in the bidding process and submitting the bid documents, be deemed to have thoroughly read, studied and understood the bid documents including scope of work, the terms and conditions, instructions, etc. referred there in and the same are acceptable to the bidder.

6.19 All entries in the bid form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. However, the interlineations, erasures or overwriting, if any, in the Technical Bid Application must be attested by the person authorized to sign the bids.

6.20 It is to be ensured that the complete information as required by this office may be furnished by the bidders in the prescribed format. Formats submitted with incomplete information and not conforming to the requirements are liable to be rejected.

6.21 The agency will be bound by the details furnished by him/her to SSCDL/SMC, while submitting the bid or at subsequent stage. In case, any of such documents furnished by the agency is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable to legal action besides termination of contract.

6.22 The participation in the online tendering process implies that the bidder have thoroughly read, studied and understood the instructions of the Bid documents, Scope of work, formats as well as the terms and conditions referred there in and the same are acceptable to the bidder.

6.23 Authorized Signatory

For the purpose of submission of the bid, the bidder may be represented by either the Principal Officer (Owner/MD/Director/Company Secretary) or his duly Authorized Representative, in which case he/she shall submit a certificate of authority along with the technical bid. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the authorized representative or the principal officer.

6.24 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the supplier does not accept the correction of the errors, its bid will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

6.25 **Disqualifications:** A Bidder shall be disqualified and Bids will not be considered if

- a) Hardcopy envelop does not show on it the reference of bid number and description as denoted and thus gets opened before due date(s) of opening specified in Notice Inviting Bids
- b) The Price Bid and Technical Bid is submitted physically which leads to revelation of prices before the due date of opening of the Price Bid.

- c) The Earnest Money Deposit (EMD) & Bid fee is not deposited in the manner specified above.
- d) The Bid documents are not in a language as per Clause.
- e) The Bid documents are not signed affixing stamp by the authorized signatory.
- f) The Bid documents submitted are incomplete and/or ambiguous in any respect.
- g) Non-compliance of provisions and requirements of the Bid documents.
- h) Any or all correction(s) or pasted slip(s) is/are not initialed, authenticated by the Bidder.
- i) The Bid documents are not submitted in the manner specified in the bid document.
- j) Eligibility criteria are not met with.
- k) Any form of canvassing/lobbying/influence/query regarding short listing, status, etc. will result in a disqualification.

7. Terms and Conditions

- 7.1. The Bidder has to quote against all the items of the BOQ (supply, installation & implementation) including 5 years AMC after completion of warranty period. If the Bidder fails to quote for all the items of BOQ along with five years AMC the offer will not be considered.
- 7.2. Bidder has to indicate the make / model of the quoted items mentioned in the Technical Parameter Specification (TPS). Supporting technical brochure / leaflet of the OEM of the quoted model is to be provided/submitted.
- 7.3. The eligible and technically qualified bidder having the lowest price (L1) shall be considered the Selected Bidder as per the terms of this RFP.
- 7.4. The successful bidder shall be responsible to provide the end to end solution.
- 7.5. Selected agency will carry out necessary installation and mounting of the attendance devices in a tamper proof manner so as to avoid accidental or intentional damage to it. Necessary care must be taken to mount the device at a height which is suitable for marking of the attendance to all.
- 7.6. The resident engineer should be available full time on-site (resident) for all days from 9:30 AM to 6:30 PM except Sundays, national and major public holidays.
- 7.7. The agency shall depute only such individuals as are skilled and experienced in the works to be executed under the contract. The SMC has all the rights to reject the services of any engineer and can ask for a change, if not found fit.
- 7.8. The card printing needs to be in multicolour, long lasting and shall not be subject to fading with daily use.
- 7.9. The bidder to carry out the maintenance work as follows at the SMC during the contract period
 - Maintaining all the equipments under contract under a perfect working condition by periodic preventive maintenance including cleaning the accessible and serviceable parts. The same shall be carried out on a quarterly basis or as per the modified schedule decided by the Head of the Information Systems Department.
 - The Maintenance shall be carried out in the period of maintenance window only and the operations carried out at respective location shall not be disturbed or disrupted.
- 7.10. The Engineers deputed shall be dedicated to SMC for the sole purpose of performing the tasks specified in the tender document. SMC shall provide a table space for the engineers deputed for the sole purpose of servicing products installed at SMC.
- 7.11. If required SMC may take interview of the prospective candidates.
- 7.12. In the event of change of any resident engineer from the site, prior approval from the Head of ISD, SMC shall be essential. The agency must ensure proper hand holding so as to ensure smooth functioning of networks.
- 7.13. The resident engineer should proceed on leave only after prior approval of Head of the ISD. However if required, necessary support must be ensured during the leave period of resident engineer. In case of an engineer deputed at SMC by agency is on a leave of

- absence for more than two days, then a competent substitute will have to be provided by the agency. Failure to which will attract penalty of Rs. 500 for each subsequent day.
- 7.14. The Engineers deputed must have their own toolkit, vehicle and must possess mobile phone to ensure their availability. The engineer must also have any working laptop to isolate, identify and troubleshoot the problem. The bidder shall have to bear the cost for this and SMC will not make additional payment in this regard.
 - 7.15. The resident engineers deputed must work closely with other agencies working for SMC for IT related activities. If required and instructed the resident engineer will be required to move the network equipment from one office to another.
 - 7.16. The bidder's personnel's working should be polite, cordial, positive and efficient, while handling the assigned work and his/her actions shall promote goodwill and enhance the image of SMC. The bidder shall be responsible for any act of indiscipline on the part of persons deployed by him.
 - 7.17. The service providing bidder shall be solely responsible for the redressal of grievances/resolution of disputes relating to persons deployed. SMC shall, in no way, be responsible for settlement of such issues whatsoever.
 - 7.18. The bidder shall be required to hand over all the equipments in working condition with inventory report at the time of termination of the Contract, otherwise the equipment, found faulty, shall be rectified from any external agency and whole replacement/repair cost will be borne by the bidder only.
 - 7.19. Additional support as and when needed shall be provided from offsite competent staff of the bidder and OEM for specialized repairs, maintenance, configuration and consultation with no extra cost.
 - 7.20. It is very important to ensure maximum uptime of the Biometric Attendance System so that daily operations are not disrupted. Hence the proper maintenance must be ensured so as to avoid any downtime.
 - 7.21. It shall be the responsibility of the bidder to make necessary adjustments / repairs / developments / maintenance to keep the systems up and running and in good working condition.
 - 7.22. The external case to be fitted on the device and the electric supply should be designed and fitted in such a manner that it protects the device from any damages during routine usage and make the entire system vandal proof.
 - 7.23. The overall fitting should withstand rough use.
 - 7.24. The contract period shall cover proactive, preventive, breakdown maintenance of hardware & software support for entire attendance system.
 - 7.25. In case if breakdown/ maintenance work is required to be carried out during non-working days/ hours, the bidder shall attend the task(s) during this period at no extra payment.
 - 7.26. Bidder shall be responsible for maintenance / replacement of each and every spares / components including sensors, wiring, etc. for the contract period.

- 7.27. Successful Bidder has to provide SDK with documentation of the Biometric system or of any other system which would require for setting up of system as per the tender.
- 7.28. Bidder has to submit a Certificate from OEM of all the quoted items for Participation in the Tender clearly stating the availability of Spare parts of Quoted items for the period of 6 Years i.e. (1 Year Warranty + 5 year AMC.)
- 7.29. It is the responsibility of the Bidder to regularly check and clean the machines of biometric attendance system and power supply associated with the bio-metric machine system on quarterly basis and give their reports to the Officer in charge during the AMC Period. In case Power supply is to be replaced (if required), it is the responsibility of Bidder to bring in notice to replace or change the same to the SMC official.
- 7.30. The entire system should be designed in such a way that no data should be lost under any condition.
- 7.31. The successful bidder should coordinate with officials of Surat Municipal Corporation for installation & implementation of the system.
- 7.32. All tools and instruments required for installation should be brought by the successful bidder.
- 7.33. All safety and security norms should be adhered by the successful bidder.
- 7.34. The biometric device should be locked in normal mode so as to prevent any unintentional/intentional shutdown/changes in the device at each site. The device should not be unlocked without password so that only the authorized user can access the individual device's configuration and other menus.
- 7.35. Every machine along with its peripherals shall be provided with metal cover with lock and key facility or vandal proof enclosure for the safety of the machines and peripherals.
- 7.36. The Bidder has to arrange transportation on their own for man & material during supply, installation & implementation, warranty period and AMC period. No transportation will be provided by Surat Municipal Corporation. The installation and maintenance activity will be spread across different offices of Surat Municipal Corporation.
- 7.37. Minimum 1% devices of the ordered quantity as spares along with any other spares & accessories at Surat for smooth operation and maintenance of Biometric system and essential items (like Biometric Device, Sever etc.) for immediate replacement during warranty and AMC period for early restoration of the system during failure.
- 7.38. Any minor/major upgrades of software during warranty & AMC period shall be provided free to cost and the same shall be installed and configured by the successful bidder during the contract period.
- 7.39. Free training to Engineers / supervisors / technicians from each project / unit should be given by the contractor / Bidder at the locations decided by SMC.
- 7.40. Office accommodation to Service Engineer at SMC HQ will be provided by SMC during installation / warranty / AMC period. However, no residential accommodation will be provided by SMC during installation / warranty / AMC period.
- 7.41. Full name, Contact Number and full address of local representative should be provided by the Bidder.

- 7.42. Bidder is required to carry out the enrollment of the employees required for the enrollment during pilot implementation. Bidder shall provide training in parallel to SMC staff to complete the enrollment. However, bidder shall provide all kind of support if the enrollment for other employees if so required. The enrolled employee must be able to mark his/her attendance at the respective site across the devices placed. Necessary test must be carry out to ensure that the attendance can be marked using any of the enrolled media.
- 7.43. Prices to be quoted should be inclusive of all Central/State taxes, levies, custom duties, Transportation, handling charges F.O.R. SSCDL/SMC premises packing, forwarding, transit losses, insurance, loading and unloading and all other breakage, leakage, losses shall be borne by the agency.
- 7.44. **The prices/charges quoted should also include:**
- (i) Cost of necessary charger, USB Cables, power cables, signal cables, connectors, convertors, controllers, mounting kit and necessary device drivers/software that are specified/not specified in this bid but necessary.
 - (ii) One years on-site comprehensive warranty with parts covering all plastic and other parts of the equipment in warranty.
 - (iii) One year complete accidental damage protection for each device.
 - (iv) Delivery at installation site in SSCDL/SMC's main office or at any other office to be decided by the SSCDL/SMC, within Municipal limit.
 - (v) Transit Insurance, Freight and loading, unloading charges up to SSCDL/SMC's site.
 - (vi) Installation and commissioning of the software and the hardware.
- 7.45. Bids for locally assembled or grey market products will not be entertained and will be summarily rejected. Only the products of Make and Model meeting or exceeding the specification specified in the RFP against each item will be considered. In case, the make is not specified then only those products with well-known national/multinational brand will be considered for the particular item. In case, the model is not specified than the bidder may quote for any model matching the specifications. The technical specification of such products shall be furnished.
- 7.46. The right to reject accepts any/all bid(s) without assigning any reason thereof is reserved.
- 7.47. **Delivery schedule:**
The successful bidder shall deliver, install, configure and implement complete project as detailed in this RFP as per the below mentioned schedule:

#	Project Phase	Estimated Quantity			Delivery Days
		Type-A Device	Type-B Device	Total	
1	Pilot Rollout at - One/two HQ Department - One Zone Office	25	25	50	60 days

	- Two Ward Offices in each of seven zones, health center, WTP, STP, WDS, SPS, etc.				
2	Complete Rollout	225	250	475	120 days
2.1	25% of the ordered quantity			119	30
2.2	25% of the ordered quantity			119	60
2.3	25% of the ordered quantity			119	90
2.4	Remaining 25% of the ordered quantity			118	120

Note for Pilot Rollout:

- 1 Successful Bidder is required to do a Pilot Rollout of the quantities mentioned above as per the time limit specified from the date of issuance of LoA/Work Order. Service Provider shall have to develop and customize the software system as per the requirements specified in RFP.
- 2 After setting up the Pilot Rollout the successful bidder shall demonstrate the product and solution to show their conformity to technical and functional requirements of the RFP. The pilot rollout shall be checked for full functionality in an integrated environment for a period of 45 days.
- 3 On successful pilot rollout, the Work Order(s)/Request Order(s) will be issued for the further roll out of the project. The installation priority for Type-A and Type-B devices under this phase will be decided by SMC.
- 4 Delay in Pilot Demonstration in time period provided in RFP and beyond the extended Time Period from that the Parties have agreed upon and provided such delay is beyond control of the Service Provider or due to reasons attributed to Authority or due to Force Majeure, then the Authority shall have rights to cancel order and take up appropriate action.

Note: SMC will test the devices for its performance, accuracy,

Making available the Biometric Attendance System Software

The successful bidder shall be required to customize the web based Biometric Attendance System application. The complete customization as per SMC requirements shall be completed within 90 days of the work order. However, the covered devices shall be made available for monitoring and attendance thereof shall be available as soon as the installation activity is started.

7.48. Review by Committee of Surat Municipal Corporation

The eligible bidder will be required to demonstrate Proof of Concept covering the device, application and solution to the review committee formed by the competent authority. The product and solution approved by the review committee will only be considered for further tender process i.e. commercial bid evaluation. The decision of review committee of SMC will be final and binding.

7.49. Inspection & Testing: The bidder will have to offer the inspection at EQDC, Gandhinagar & in the manner as decided by SSCDL/SMC immediately after delivering the product to SSCDL/SMC. The cost of the same has to be borne by the supplier. Any deviation found

in the specification of the produced goods or delivered goods after inspection from the tender specifications will lead to the cancellation of the order, forfeiture of EMD and prohibition in the participation in the future purchase of SSCDL/SMC. SSCDL/SMC will not be responsible for any time delay which may arise due to any deviation from the bid technical specification found at the time of inspection and the bidder has to deliver the ordered goods within prescribed time limit. At the time of inspection, bidder is required to produce OEM's confirmation on OEM's Letter head with sr. nos. of Equipment supplied for back to back warranty support as per tender terms and conditions.

For EQDC testing, SMC/SSCDL will randomly select one (1) unit of Type-A device and one (1) unit of Type-B device at the time of pilot implementation and subsequently two (2) units of Type-2 devices and two (2) units of Type-B devices. Any deviation found in the specification of the produced goods or delivered goods after inspection from the tender specifications will lead to the cancellation of the order and rejection of the supplied goods.

The details of the modalities and charges for Quality testing at EQDC

1. The quality testing of Biometric Device will be carried out by EQDC-Gandhinagar. The charges for the same are to be paid directly to EQDC by the supplier(s).
2. In case, the ordered quantity varies from the tendered quantity, then the final sampling plan will be decided by SSCDL/SMC.
3. In case of rejection of the sample(s), the entire order of that item may be rejected and the equal nos. of sampling will be again taken from the new produced lot. The extra cost for the same has to be borne by the supplier/ bidder.

Inspection/ Test parameter(s)
I. General Inspection
<ol style="list-style-type: none"> 1. Visual examination 2. Dimensions <ul style="list-style-type: none"> · Screen Size · Minimum Sensor area of Fingerprint scanner
II. Verification of Marking Requirement
<ol style="list-style-type: none"> 1. Manufacturer's name or trademark 2. Model designation and serial no. 3. Country manufacture etc. 4. CE/ FCC/ RoHS mark
III. Verification of interface & communication Requirement
<ol style="list-style-type: none"> 1. Built-in wired Ethernet connectivity 2. Capability to communicate with server through intranet/ internet (with/without fixed IP) 3. USB Support
IV. Environmental Tests (In Operating Condition)
<ol style="list-style-type: none"> 1. Damp Heat Test @40°C, 90% R.H. for the period of 4 Hours 2. Cold Test @0°C for the period of 4 Hours

3. Dry Heat @ 60°C for the period of 4 Hours
V. Safety and EMI/EMC Tests
<ol style="list-style-type: none"> 1. Dielectric Strength/ IR test as per IS 13252-1/IEC 60950-1 2. Conducted Emission Test as per CISPR 22, Acceptance criteria - B 3. Radiated Emission Test as per CISPR 22, Acceptance criteria - B 4. Radiated Susceptibility Test [Radiated, Radio Frequency, Electro-magnetic Field Immunity Test] as per IEC 61000-4-3 @ 10V/m, Acceptance criteria - C 5. Electric Fast Transient Immunity Test as per IEC 61000-4-4 @ 4kV, Acceptance criteria - C 6. Surge Immunity Test as per IEC 61000-4-5 @ 2kV, Class C limit 7. Electro Static Discharge Immunity test as per IEC 61000-4-2 @ 15kV, Acceptance criteria – C 8. Power Frequency Magnetic Field Immunity Test as per IEC 61000-4-8 @ 15kV, Acceptance criteria – C
VI. Verification of Performance Requirements
<ol style="list-style-type: none"> 1. Verification of Authentication based on face recognition, finger print recognition, card, password and combinations 2. Key pad 3. RF card Reader - Read range of RF Card reader 4. Camera – should read a face in 0 lux conditions/ in extreme dark environment 5. Indicator feature 6. Security 7. Template on card 8. Finger Enrolment
VII. Power Consumption Test

7.50. **Response Time:** The problems pertaining to networks must be attended immediately by the resident engineer on reporting. However if not attended immediately in rare cases, the same must be attended within 30 minutes after reporting of the complaint. Failure to respond beyond the stipulated time penalty clause will apply.

7.51. **Resolution Time:**

Hardware:

Problem resolution time for the complaint due to hardware malfunctioning including wiring issues will be 4 working hours. For the down time, beyond this duration downtime penalty clause will apply. If the hardware is not made up within 4 working hours, the same should be temporarily replaced by the hardware of the identical or higher configurations till the said unit becomes operational after repair. If the faulty hardware is not set right within 7 days the same should be replaced permanently by the bidder with that of the identical or higher configurations, failing which SMC will have the option to get the system repaired or replaced from anywhere at the cost of the bidder.

Software Application:

The problem resolution time for Software Application issues affecting the centralized solution should be 6 working hours. The problem resolution time for the problems

related to critical functionality should be 12 working hours. Whereas minor software application issues should be resolved within 24 working hours.

- 7.52. **Single Point of Contact:** Agency will nominate one senior person as the Single Point of Contact (SPOC) for the purpose of receiving the complaint and resolution of the same. The contact details (mobile number and email) of the same will be shared with the end users as well. The nominated SPOC must interact cordially with the end user. S/he will carry out necessary activities to resolve the problem as per the response and resolution time.
- 7.53. **Back-office Support:** Additional support as and when needed shall be provided from offsite competent staff of the bidder for specialized repairs, maintenance, configuration and consultation with no extra cost.

Penalty:

- 7.54. **Delay Penalty:** A penalty of 0.2% of the consideration of contract for a particular item will be charged for delayed supply and installation for delay of each day thereafter.
- 7.55. **Down time penalty:**
If problem(s) is/are not resolved within resolution time frame and a stand by or replacement is not provided, a penalty at a rate of 0.20% of the purchase cost of equipment under consideration will be imposed on the bidder for delay of each day and will be directly deducted from the payable amount / AMC charges.
- 7.56. **Penalty for Repeated Problems:** If any equipment or service issue during the contract period is found to be under repeated failures of same nature due to poor configuration or servicing or replacement of inferior parts or when troubleshooting is found to have been performed in piecemeal by the bidder the same will be considered as an inefficient attendance, such instances will also be subject to levy of penalties but at double the penalty rate mentioned above.
- 7.57. In case, the bidder fails to resolve the problem within 24 (twenty four) working hours of the lodgment of the complaint, the SMC will be free to have the repairs done from an external bidder and the cost will be recovered from the amount payable to the bidder.
- 7.58. The total penalty could be up to 10% of the Consideration of Contract and the decision of head of the Information Systems Department, SMC shall be treated as final in such cases.
- 7.59. **Security Deposit**
The successful bidder will be required to place **Security Deposit at 5%** of the consideration of the Contract by Demand Draft or Banker's Cheque Payable at **Surat** in favour of "**Surat Smart City Development Ltd.**" of any scheduled/nationalized bank within 10 days from the date of notice of award of contract, failing which a **penalty at 0.065%** of the amount of security deposit will be imposed for delay of each day. The EMD placed may be considered for conversion towards the security deposit and amount falling short of the required amount shall be payable.

7.60. **Agreement and Undertaking**

The Awardee i.e. the selected agency will have to enter into an Agreement and submit an Undertaking with SSCDL for supply of goods and its/their installation, Commissioning etc. on a Rs.100/- stamp paper (or of appropriate amount) of Government of Gujarat at the agency's own cost within 15 (fifteen) days period from the date of Notice of Award. No claims for payments will be entertained without completion of this process.

7.61. **Solvency Certificate**

Along with the technical bid documents, the bidder should submit Solvency Certificate amounting 20% of the consideration of the Contract from a scheduled/nationalized bank. The Solvency Certificate should valid and should not be older than one year from the bid start date.

- 7.62. No interest shall be paid on **Earnest Money Deposit** and/ or **Security Deposit** placed.
- 7.63. Any offer/bid not meeting the terms and conditions mentioned hereinabove will be liable for rejection without assigning any reason thereof.
- 7.64. Bid once filled in, submitted shall not be allowed to be withdrawn till the validity of the bid remains in force or else the EMD shall be liable for forfeiture. The agency is expected to examine the Bid Document carefully. Failure to furnish all information required as per the Bid Document may result in the rejection of the bid
- 7.65. In case if support is required during non-working days/ hours, the bidder shall attend the task(s) during this period at no extra payment.
- 7.66. The bidder or its staff must work closely and coherently with other agencies working for SSCDL/SMC for IT related activities.
- 7.67. The selected bidder shall provide User Manuals, Operational and Maintenance Manuals, etc.
- 7.68. The liability as to any damages and/or loss otherwise to any movable or immovable properties, assets during loading, unloading or otherwise during the contract period, whether knowingly or unknowingly done or occurred shall be made good forthwith to the SSCDL/SMC by the Awardee agency upon a communication made therefore.

7.69. **Indemnity:**

The selected bidder agrees to indemnify and hold harmless SMC, its officers, employees and agents(each a "Indemnified Party") promptly upon demand at any time and from time to time, from and against any and all losses , claims, damages, liabilities, costs (including reasonable attorney's fees and disbursements) and expenses (collectively, "Losses") to which the Indemnified Party may become subject, in so far as such losses directly arise out of, in any way relate to, or result from

- (i) any mis-statement or any breach of any representation or warranty made by the Selected bidder or
- (ii) The failure by the selected bidder to fulfil any covenant or condition contained in this Agreement, including without limitation the breach of any terms and conditions of this Agreement by any employee or agent of the selected bidder. Against all losses or damages arising from claims by third Parties that any Deliverable (or the

- access, use or other rights thereto), created selected bidder pursuant to this Agreement, or any equipment, software, information, methods of operation or other intellectual property created by selected bidder or its representative pursuant to this Agreement, or the SLAs (I) infringes a copyright, trade mark, trade design enforceable in India, (II) infringes a patent issued in India, or (III) constitutes misappropriation or unlawful disclosure or use of another Party's trade secrets under the laws of India (collectively, "Infringement Claims") or
- (iii) any compensation / claim or proceeding by any third party against SMC arising out of any act, deed or omission by the selected bidder or
 - (iv) Claim filed by a workman or employee engaged by the selected bidder for carrying out work related to this Agreement. For the avoidance of doubt, indemnification of Losses pursuant to this section shall be made in an amount or amounts sufficient to restore each of the Indemnified Party to the financial position it would have been in had the losses not occurred.
 - (v) Any payment made under this Agreement to an indemnity or claim for breach of any provision of this Agreement shall include applicable taxes.

7.70. Third Party Claims

- (a) Subject to Sub-clause (b) below, the Selected bidder (the "Indemnified Party") from and against all losses, claims litigation and damages on account of bodily injury, death or damage to tangible personal property arising in favor or any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's performance or non-performance under this Agreement or the SLAs.
- (b) The indemnities set out in Sub-clause (a) above shall be subject to the following conditions:
 - i. The Indemnified Party, as promptly as practicable, informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise;
 - ii. The Indemnified Party shall, at the cost and expenses of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the defense of such claim including reasonable access to all relevant information, documentation and personnel. The indemnifying party shall bear cost and expenses and fees of the Attorney on behalf of the Indemnified Party in the litigation, claim.
 - iii. if the Indemnifying Party does not assume full control over the defense of a claim as provided in this Article, the Indemnifying Party may participate in such defense at its sole cost and expense, and the Indemnified Party will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of the Indemnified Party will be borne and paid by the Indemnifying Party.

- iv. The Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party;
- v. selected bidder hereby indemnify & hold indemnified the SMC harmless from & against any & all damages, losses, liabilities, expenses including legal fees & cost of litigation in connection with any action, claim, suit, proceedings as if result of claim made by the third party directly or indirectly arising out of or in connection with this agreement.
- vi. all settlements of claims subject to indemnification under this Article will:
(a) be entered into only with the consent of the Indemnified Party, which consent will not be unreasonably withheld & include an unconditional release to the Indemnified Party from the claimant for all liability in respect of such claim; & (b) include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement;
- vii. the Indemnified Party shall take steps that the Indemnifying Party may reasonably require to mitigate or reduce its loss as a result of such a claim or proceedings; &
- viii. In the event that the Indemnifying Party is obligated to indemnify an Indemnified Party pursuant to this Article, the Indemnifying Party will, upon payment of such indemnity in full, be subrogated to all rights & defenses of the Indemnified Party with respect to the claims to which such indemnification relates;
- ix. in the event that the Indemnifying Party is obligated to indemnify the Indemnified Party pursuant to this Article, the Indemnified Party will be entitled to invoke the Performance Bank Guarantee, if such indemnity is not paid, either in full or in part, & on the invocation of the Performance Bank Guarantee, the Indemnifying Party shall be subrogated to all rights & defenses of the Indemnified Party with respect to the claims to which such indemnification relates.

7.71. Prices to be quoted in Indian Rupees and should be inclusive of all Central/State taxes, levies, Transportation, handling charges F.O.R. SSCDL/SMC premises packing, forwarding, transit losses, insurance, loading and unloading and all other breakage, leakage, losses shall be borne by the bidder.

Notes

Surat Municipal Corporation is a "Local Self-Government" and the procurement of products, materials, goods, articles is going to be solely used, utilized for public amenities and purposes and also for relief to the poor through its various departments including public hospitals, health centers, dispensaries, maternity homes, pathological laboratory, filaria/ malaria, chemical and bacteriological laboratories, Medical college

and secondary and primary education schools. Hence, benefit of exemption, concession etc., if any, in Central/State taxes, levies etc. shall be passed on to the SSCDL/SMC.

- 7.72. GST (Goods & Service Tax) has come in existence from 1st July 2017. Contractor / Successful Bidder is bound to pay any amount of GST prescribed by the Govt. of India as per the Terms of Contract agreed upon during the course of execution of this Contract.

During the course of execution of Contract, if there is any change in Rate of GST (Goods & Service Tax) by the Government, the same shall be reimbursed / recovered separately by SMC, subject to the submission of Original Receipt / Proof of the amounts actually remitted by the Successful Tenderer / Contractor to the Competent Authority along with a Certificate from Chartered Accountant of Contractor / Successful Bidder certifying that the amount of GST paid to the Government and the same shall be intimated / submitted / claimed within 30 (Thirty) Days from the date of payment. Remittance of GST within stipulated period shall be the sole responsibility of the Successful Bidder / Contractor, failing which SMC may recover the amount due, from any other payable dues with SMC and decision of Municipal Commissioner shall be final and binding on the Contractor / Successful Bidder in this regard. Further, the non-payment of GST to the Government may lead to the termination of contract and forfeiture of Security Deposit / Performance Guarantee Amount.

If imposition of any other new Taxes/Duties/Levies/Cess or any other incidentals etc. or any increase in the existing Taxes/Duties/Levies/Cess or any other incidentals etc. (excluding GST) are imposed during the course of the contract, the same shall be borne by the Contractor/Successful Bidder Only, in no case SMC shall be liable for the same.

- 7.73. SSCDL/SMC may buy full/partial quantity from one/more bidder(s) and may split/ defer/ stagger the order(s)/ deliveries. The quantities shown in the tender are approximate and no claim shall be entertained for variation of quantities being less or more than those mentioned in the bid. The variations in the quantities shall not vitiate the contract. The selected bidder shall be bound to supply additional quantity up to 30% (thirty percent) of tender amount/quantity, in accordance to any instruction, which may be given to him in writing by SSCDL/SMC. The rates quoted by the bidder will be applicable on full / partial /additional quantity also.
- 7.74. In case, the awardee i.e. the selected bidder fails to supply specified quantity and quality of goods in time or the performance of such supply/supplies are not found up to the mark or found of an inferior quality vis-à-vis specifications, the earnest money deposit and/or security deposit will be forfeited at once.
- 7.75. All goods to be supplied shall be of specified or higher speed/technology/version. SSCDL/SMC or its representative shall have the right (if it so desires) to test the goods to ascertain their conformity to the specifications. SSCDL/SMC shall notify to the agency for this purpose and nature of tests that may be conducted (if found necessary) for bench-marking.

- 7.76. In case the quoted Item is not available in the market, the bidder will have to supply Higher Version/replacement of that Item in the quoted cost in the same time duration with prior approval of SSCDL/SMC. **No “End of Life” product should be quoted** to minimize such instances till the bid validity (Make & Model quoted by the bidder should be available till the bid validity, duly supported for spares/OEM support for 6 years).
- 7.77. **Terms of Payment**
- 80% after successful EQDC certification, installation and commissioning
 - 10% after six month of the successful rollout of project
 - 10% on completion of 1st year of warranty
 - AMC charges will be paid on quarterly basis on completion of each quarter.
- 7.78. It should be noted that the lowest rate(s)/price(s) will not be the sole criterion for accepting bid for any of the goods but emphasis will be given to the quality of the products and even the readiness to offer innovative technology thereof.
- 7.79. Should the awarded bidder fail to deliver the scope of work in due time, SSCDL/SMC reserves the right to get the work done from third party at the bidder’s risk and cost including the replacement of faulty components/equipment.
- 7.80. The bidder shall extend all the benefits to the SSCDL/SMC such as free samples of products, materials, goods, articles including any kind of discount, rebate, commission, incentives normally offered to any other buyer in the form of gift or otherwise as part of the sales promotion scheme(s). If any sales promotion scheme(s) is/are launched after submission of bid or after the bidder is awarded with the contract by the SSCDL/SMC, all such benefits of the said sales promotion scheme(s) during the continuance of said scheme(s) shall have to be made available during the period of contract.
- 7.81. Only the products meeting or exceeding the technical specifications as specified in the RFP will be considered. The technical specification of such products shall be furnished.
- 7.82. The contract shall be governed by the Laws in India and shall be subject to the jurisdiction of Surat.
- 7.83. The bidder/ its personnel shall not divulge or disclose to any person, any details of office, operation process technical know-how, administrative/ organizational matters as all are confidential/secret in nature.
- 7.84. **Termination / Withdrawal:** SSCDL reserves the right to withdraw/ terminate the agency of applicant in any of following circumstances:
- Agency becomes insolvent, bankrupt, resolution is passed for the winding up of the applicant organization
 - Information provided to SSCDL is found to be incorrect;
 - Delivery conditions are not met within the specified time period;
 - Misleading claims about the agency are made;
 - Clear evidence is received that agency has breached copyright laws/ plagiarized from another source;
- 7.85. If the agency does not execute the contract to the satisfaction of the SSCDL then the SSCDL may invoke any or all of the following clauses.

- Forfeit the Security Deposit Amount
 - Terminate the contract without any liability of SSCDL towards the agency.
- 7.86. SMC/SSCDL reserves the right to discontinue the specific or all services if the same is either not required or not delivered as per the expectation. In such case the proportionate payment will be made after deducting applicable penalty if any.
- 7.87. The Service Provider shall be responsible and take required insurance for all of their representations working on the site at their own cost. SSCDL/SMC will not be responsible for any loss or damage to any of the representatives of the Service Provider during the said contract.
- 7.88. If any equipment or service issue during the contract period is found to be under repeated failures of same nature due to poor configuration or servicing or replacement of inferior parts or when troubleshooting is found to have been performed in piecemeal by the bidder the same will be considered as an inefficient attendance, such instances will also be subject to levy of penalties but at double the penalty rate.
- 7.89. The agency must provide a dedicated team based in Surat to service the account of the SMC/SSCDL within 20 days from the date of award of contract.
- 7.90. The agency must coordinate between SSCDL, SMC departments and sister concerns of SMC to achieve the objective of Smart Waste Management Solution.
- 7.91. **Exit Management:** The exit process would start at the beginning of the last quarters in case contract is not extended further. At the beginning of the last quarter of the end of the contract period or in the event of termination of contract, the Implementation Agency is required to provide necessary handholding and transition support, which shall include but not limited to, conducting detailed walkthrough and demos/drills for Smart Solid Waste Management Solution project services, project documentation, etc., and addressing the queries/clarifications of new Implementation Agency selected by SSCDL. Implementation Agency shall provide support in terms of smooth handing over of its services. At the end of the Contract Period or earlier Termination of Contract due to Implementation Agency's event of default, the Implementation Agency shall transfer ownership of all code developed along with updated documentation for Smart Solid Waste Management Solution Project to Authority at no cost to Authority.
- During the contract period, the Implementation Agency shall ensure that all the documentation including policies, procedures, etc. are kept up to date and the same are handed over to SMC/SSCDL during the Exit management process.
- 7.92. During the bidding process or during the contract period, if any bidder is found involved in fraudulent and corrupt practices, SMC/SSCDL reserves the right to reject the bid or cancel the contract, forfeiting the EMD and security deposit.
- 7.93. The Bidding Process shall be governed by, and construed in accordance with, the laws of India and the Courts at Surat shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the bidding process.
- 7.94. It shall be deemed that by submitting the Proposal, the Bidder agrees and releases the Authority, its employees, agents and advisers, irrevocably, unconditionally, fully and

finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/ or performance of any obligations hereunder, pursuant hereto and/ or in connection with the Bidding Process and waives, to the fullest extent permitted by applicable laws, any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or in future.

- 7.95. Nothing contained in the RFP shall be construed or interpreted as constituting a partnership between the Parties. Neither Party shall have any authority to bind the other in any manner whatsoever.
- 7.96. The selected bidder shall be deemed to be acting as an independent contractor of Authority and shall not be deemed an agent, legal representative, joint venture, or partner of Authority. Neither party is authorized to bind the other to any obligation, affirmation, or commitment with respect to any other person or entity.
- 7.97. **Force Majeure:** The bidder shall not be liable for any delay or failure of performance of any of its obligations under or arising out of this contract, if the failure or delay is the result of an event of Force Majeure. "Force Majeure" means an event beyond the control of the bidder and not involving the bidder's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of the End customer in its sovereign capacity, wars or revolutions, riot or commotion, earthquake, fires, floods, epidemics, quarantine restrictions. The bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and feasible.
- 7.98. The authority, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time to:
- (i) The Authority, Suspend and/ or cancel the Bidding Process and/ or amend and/ or supplement the Bidding Process or modify the dates or other terms and conditions relating thereto;
 - (ii) consult with any Bidder in order to receive clarification or further information;
 - (iii) retain any information and/ or evidence submitted to the Authority by, on behalf of, and/ or in relation to any Bidder; and/ or
 - (iv) Independently verify, disqualify, reject and/ or accept any and all submissions or other information and/ or evidence submitted by or on behalf of any Bidder.

Declaration: I / We have thoroughly read, studied and understood the instructions of the bid documents, formats as well as the terms and conditions referred to hereinabove and the same are acceptable to me/us.

Place	Signature of Authorized Person
Date	Designation
Seal/ Stamp	Name

8. TECHNICAL SPECIFICATIONS

- The Bidder may participate in the bid by quoting items meeting or exceeding the minimum technical specification detailed as under.
- Bidders need to clearly specify the make & model of the product offered.
- The bidder must clearly specify the compliance of the offered product vis-à-vis specification and deviation if any in the Column-D and Column-E respectively.
- The technical spec sheet and the product brochure of the product offered should also be submitted along with technical bid.
- In case the space provided is not sufficient then a separate paper as per the format below can be annexed to the bid. The same must be duly signed and stamped.

TECHNICAL (MINIMUM) SPECIFICATIONS

#	Feature	Descriptions	Compliance (Yes/ No)	Deviation from Specification / Remarks if Any
A	B	C	D	E
I. Biometric Device – TYPE A (minimum technical specification) [Quantity – 250 units]				
[Specify the Make & Model of the product proposed]				
1.	Authentication Method	Biometric authentication based of face recognition, finger print recognition, Card, Password and combinations (configurable) with the following priority 4. Face 5. Finger 6. Card		
2.	Processor	1GHz Processor or better for fast processing.		
3.	Display	- Screen Size – 3.5” Touch Screen Colour Display		
4.	Memory	- Memory to store up to 1,000 Face and 2,000 Fingerprints on terminal itself. - Device Memory: RAM – 1 GB - Memory to store minimum 1,00,000 transaction logs along with min 4,000 picture logs		
5.	Communication	- Built-in wired Ethernet connectivity - Protocol support DHCP/SSL/IPv4 - Connectivity using direct SIM card / USB Dongle preferred - Built-in Wireless connectivity with wifi preferred		

		- Device must be capable to communicate with the central server (with fixed IP) through intranet/internet without fixed IP		
6.	Camera	- Built-in 1.3 MP camera with IR sensor - It should read a face in 0 lux conditions means extreme dark environments and even with considerable background light of 20,000 lux.		
7.	Fingerprint Scanner	- 500 dpi optical sensor - Minimum sensor area 13 mm X 15 mm		
8.	Keypad	Touch screen based		
9.	RF Card Reader	- High Frequency Contactless Smart Card Reader - Read Range: Up to 10 cm. - Capability to read MIFARE RFID Card - The protocol of data from the reader shall be an open format and non-proprietary.		
10.	Authentication mode & speed	- System should be able to perform in 1:1 and 1:n authentication modes. o For 1:1 mode: < 1 second o For 1:n mode: < 4 second		
11.	FRR / FAR for Face & Finger Recognition	FRR – 0.1% or better / FAR – 0.001% or better		
12.	Operating Temperature	Temp. 0 degree to 45 degree		
13.	Indicator	- Indication through Sound and Display - Sound (24 bit). Sound should be audible to the users even after placement of the protective enclosure. - Provision to provide a unique tone for various status conditions such as successful attendance marking / failure to mark attendance, etc. - Appropriate visible display message should be shown based on the event type. - The display and sound should be synchronised. - In case of failure to read the face, the system should show appropriate message for marking attendance through finger and subsequently card and pin.		
14.	Support for backup	- Support for data export/import/backup on external media using USB or MicroSD/SD/etc. card		
15.	Certificates	- CE / FCC / ROHS Certifications		

16.	Security	<ul style="list-style-type: none"> - Ability to detect live face and live fingerprint - Device must ensure that the person marking the presence is actually present. - Attendance should not be marked using image / video - Attendance should not be marked using fake fingerprints made of Rubber, Silicon, Gel, etc. 		
17.	Template on Card	Device should support the Template on card feature by reading the face or finger templates stored on card & comparing the same at the time of marking of presence, in case the template is not stored locally on the device.		
18.	Enrolment	Enrolment by capturing face template and template of two(2) fingers for each employee		
19.	Software/firmware updates	<ul style="list-style-type: none"> - All software/firmware updates to be provided free of cost during the contract period. - There should be provision to update the software/firmware from the central console. 		
20.	Other features	The download punch information of employees from the readers should be transferred to the central server in real-time.		
21.	Other features	To capture picture of authorized or unauthorized users & transfer the same to server on real time basis w/o any delay unless network is down. The device should have full functionality in off-line mode. It should be able to send all events once connectivity is re-established (employees must be able to punch in/out for shift, break, entry, exit, etc. while device is offline).		
22.	Other features	The device must have built-in real-time clock and the same should be in sync with the server time.		
23.	Other features	The reader should be rugged and should be capable to operate in diverse office/working environment. It should be capable to work 24*7; it should be built within a tamper proof rugged body to make it more secure and rodent proof; device must be strong enough to sustain shock/drops from table heights etc.		
24.	Power Supply	The device shall come with India style power plug and should work in standard power supply condition (230 V single phase power supply).		
II. Biometric Device – TYPE B (minimum technical specification) [Quantity – 275 units]				
[Specify the Make & Model of the product proposed]				
#	Feature	Descriptions		

1.	Authentication Method	Biometric authentication based of face recognition, finger print recognition, Card, Password and combinations (configurable) with the following priority 4. Face 5. Finger 6. Card		
2.	Processor	1GHz Processor or better for fast processing.		
3.	Display	- Screen Size – 3.5” Touch Screen Colour Display		
4.	Memory	- Memory to store up to 500 Face and 1000 Fingerprints on terminal itself. - Device Memory: RAM – 512 MB - Memory to store minimum 50,000 transaction logs along with min 2,000 picture logs		
5.	Communication	- Built-in wired Ethernet connectivity - Protocol support DHCP/SSL/IPv4 - Connectivity using direct SIM card / USB Dongle preferred - Built-in Wireless connectivity with wifi preferred - Device must be capable to communicate with the central server (with fixed IP) through intranet/internet without fixed IP		
6.	Camera	- Built-in 1.3 MP camera with IR sensor - It should read a face in 0 lux conditions means extreme dark environments and even with considerable background light of 20,000 lux.		
7.	Fingerprint Scanner	- 500 dpi optical sensor - Minimum sensor area 13 mm X 15 mm		
8.	Keypad	Touch screen based		
9.	RF Card Reader	- High Frequency Contactless Smart Card Reader - Read Range: Up to 10 cm. - Capability to read MIFARE RFID Card - The protocol of data from the reader shall be an open format and non-proprietary.		
10.	Authentication mode & speed	- System should be able to perform in 1:1 and 1:n authentication modes. o For 1:1 mode: < 1 second o For 1:n mode: < 4 second		

11.	FRR / FAR for Face & Finger Recognition	FRR – 0.1% or better / FAR – 0.001% or better		
12.	Operating Temperature	Temp. 0 degree to 45 degree		
13.	Indicator	<ul style="list-style-type: none"> - Indication through Sound and Display - Sound (24 bit). Sound should be audible to the users even after placement of the protective enclosure. - Provision to provide a unique tone for various status conditions such as successful attendance marking / failure to mark attendance, etc. - Appropriate visible display message should be shown based on the event type. - The display and sound should be synchronised. <p>In case of failure to read the face, the system should show appropriate message for marking attendance through finger and subsequently card and pin.</p>		
14.	Support for backup	- Support for data export/import/backup on external media using USB or MicroSD/SD/etc. card		
15.	Certificates	- CE / FCC / ROHS Certifications		
16.	Security	<ul style="list-style-type: none"> - Ability to detect live face and live fingerprint - Device must ensure that the person marking the presence is actually present. - Attendance should not be marked using image / video - Attendance should not be marked using fake fingerprints made of Rubber, Silicon, Gel, etc. 		
17.	Template on Card	- Device should support the Template on card feature by reading the face or finger templates stored on card & comparing the same at the time of marking of presence, in case the template is not stored locally on the device.		
18.	Enrolment	- Enrolment by capturing face template and template of two(2) fingers for each employee		
19.	Software/firmware updates	<ul style="list-style-type: none"> - All software/firmware updates to be provided free of cost during the contract period. - There should be provision to update the software/firmware from the central console. 		
20.	Other features	- The download punch information of employees from the readers should be transferred to the central server in real-time.		
21.	Other features	To capture picture of authorized or unauthorized users & transfer the same to server on real time basis w/o any delay unless network is down.		

		The device should have full functionality in off-line mode. It should be able to send all events once connectivity is re-established (employees must be able to punch in/out for shift, break, entry, exit, etc. while device is offline).		
22.	Other features	The device must have built-in real-time clock and the same should be in sync with the server time.		
23.	Other features	The reader should be rugged and should be capable to operate in diverse office/working environment. It should be capable to work 24*7; it should be built within a tamper proof rugged body to make it more secure and rodent proof; device must be strong enough to sustain shock/drops from table heights etc.		
24.	Power Supply	The device shall come with India style power plug and should work in standard power supply condition (230 V single phase power supply).		
III. RFID Card Specification (minimum technical specification) [Quantity – 22,000 units] [Specify the Make & Model of the product proposed] _____				
1.	RFID Card	<ul style="list-style-type: none"> - Technology : Mifare 4K - Standard size : ISO 7810 (5.40 x 8.57 x 0.076 cm) - EEPROM Size : 4 Kbyte - Compliance : ISO 14443A - Color : White - Security features to avoid unauthorized reading - Suitable for Photo ID printing - Should have 10 years data retention. - Should be made of rugged, reliable, non-breaking plastic material Must be integrated with the proposed solution to write the user face/ finger template.		
IV. Biometric Device Enclosure (minimum technical specification) [Quantity – 525 units] [Specify the Make & Model of the product proposed] _____				
1.	Device Enclosure	The reader to be mounted on walls with proper enclosures/ stands for ease of operation and accessibility. <ul style="list-style-type: none"> - Enclosure should be tamper proof and rugged to secure the device. - It should be rodent proof. - It should have sufficient space to accommodate Biometric Device and Power Supply. - Air Ventilation should be sufficient to avoid heating. - It should have lock and key provision for safety. 		

		<ul style="list-style-type: none">- Provision for Wall Mounting is required.- It should be powder coated.- Should have sufficient thickness to withstand pressure.		
--	--	--	--	--

9. ANNEXURES TO TECHNICAL BID

All the documents listed below shall be annexed to the bid in the prescribed formats along with the necessary supporting documents to ascertain the claims made by the bidder.

Form-1.1 Performa of Compliance letter

(To be submitted physically on Bidder's letterhead duly signed by Authorized signatory)

Date:

To

**GM(IT), Surat Smart City Development Limited
115, Smart City Cell, Surat Municipal Corporation,
Muglisara, Main Road, Surat - 395003, Gujarat.**

Sub: Compliance with the bid terms and conditions, specifications and Eligibility Criteria.

Ref: RFP for Implementation of Smart Biometric Attendance System at various offices of Surat Municipal Corporation [SSCDL-BiometricAttendance-02-2017].

Dear Sir,

With reference to above referred bid, I, undersigned <<**Name of Signatory**>>, in the capacity of <<**Designation of Signatory**>>, is authorized to give the undertaking on behalf of <<**Name of the bidder**>>.

I/We the undersigned, hereby submit our proposal along with the necessary documents. The information/documents furnished along with the above application are true and authentic to the best of my/our knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

I/We have thoroughly & carefully read, studied and understood the Bid documents and Addenda and Corrigenda (if any) including the technical specification, terms and conditions, instructions, etc. referred there in and the same are acceptable to our company.

We hereby confirm that all our quoted items meet or exceed the requirement and are absolutely compliant with specifications mentioned in the bid document, moreover the items bided are not end of life items. .

We hereby confirm that all the components/parts/assembly/software which we shall supply on award of contract shall be original new components /parts/assembly/software from respective OEMs of the products and that no refurbished/duplicate/ second hand components/parts/ assembly / software shall be used.

We also explicitly understand that all quoted items meet technical specification of the bid & that such technical specification overrides the brochures/standard literature if the same contradicts or is absent in brochures.

I/We also state that our company is not black-listed / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender

Further, I/we agree to abide by all the terms and conditions as mentioned in the bid document without any condition(s). We have also noted that SSCDL/SMC reserves the right to consider/reject any or all bids without assigning any reason thereof.

In case of breach of any tender terms and conditions or deviation from bid specification other than already specified as mentioned above, the decision of SSCDL/SMC for disqualification will be accepted by us.

Thanking you,

For

<<Name of the bidder>>

<<Authorized Signatory>>

<<Stamp of the bidder>>

Form –1.2 A: Format for Power of Attorney for Signing of the Proposal

(On a Stamp Paper of appropriate value)

(Applicable in case of bid not being signed by the person directly authorized by Board of firm. In the latter case, please provide a copy of the relevant Board Resolution signed by Company Secretary/ Director authorizing the Signatory.)

Dated:

To,

General Manager (IT),

Surat Smart City Development Limited (SSCDL)

115, Smart City Cell, Surat Municipal Corporation - Head Quarter,

Muglisara, Main Road, Surat - 395003, Gujarat

Dear Sir,

REF: RFP No. SSCDL-BiometricAttendance-02-2017

<Bidder's name> _____ hereby authorizes <Designated Representative's name> _____ to act as a representative of <Bidder's name> _____ for the following activities vide its Board Resolution/ Power of Attorney attached herewith.

To attend all meetings with Surat Smart City Development Limited or other entities associated with this project including Surat Municipal Corporation and to discuss, negotiate, finalize and sign any bid or agreement and contract related to RFP for selection of implementation agency for smart solid waste management within Surat City.

Yours faithfully,

<Signature of appropriate authority of the Bidder >

Name of appropriate authority of the Bidder:

<Signature and name of the Designated Representative of the Bidder for acceptance of this Power of Attorney>

For

<Name of Bidder > Encl: Board Authorization

Notarised

Form –1.3: Format to Share Bidder’s Particulars

1 Details of responding firm/company			
a.	Name of the Bidder/Supplier		
b.	Address		
c.	Telephone	Fax:	
d.	Website		
e.	Are you a Manufacturer / Authorized dealer / Sub dealer / Any other		
f.	Income Tax Number [PAN]		
g.	GST Number		
2 Information about responding firm / Company			
a.	Address of Head Quarter/Head Office		
b.	Address of Registered Office		
c.	Main Office in Gujrat		
d.	Office in Surat		
e.	No. of years of operation in India		
f.	Turnover (figures as pre last three audited balance sheets are to be provided)	Yr.-1 (2014-15)	
		Yr.-2 (2015-16)	
		Yr.-3 (2016-17)	
3 Details of Contact Person			

a.	Name			
b.	Designation			
c.	Address			
d.	Telephone No.			
e.	Mobile No.			
f.	Fax No.			
g.	E-mail			
4 Details of Authorized Signatory				
a.	Name			
b.	Designation			
c.	Address			
d.	Telephone No.			
e.	Mobile No.			
f.	Fax No.			
g.	E-mail			
5 Forum of Business (Select appropriate option and provide the Registration Details along with attested copies of certificates)				
#	Forum of Business	Yes/ No	Registration Details (submit attested copies of certificates)	Validity Date
h.	Sole Proprietor? (Registration Number under Shops and Establishment Act.)			
i.	Hindu Undivided Family?			
j.	Partnership Firm?			
k.	Public Limited Company under The Companies Act?			
l.	Private Limited Company under The Companies Act?			
m.	State Govt. owned Undertaking/ Corporation / Enterprise?			

n.	Central Govt. owned Undertaking/ Corporation / Enterprise?			
o.	Co-operative Society?			
p.	Association of Persons?			

A. Information of Authorized Signatory / Contact Person

Name		Recent Passport Size Photograph
Address		
Phone No.		Signature
Fax No.		
Mobile No.		
Email		Capacity/Designation
Web Address		

Name		Recent Passport Size Photograph
Address		
Phone No.		Signature
Fax No.		
Mobile No.		
Email		Capacity/Designation
Web Address		

Form –1.4: Financial Capability Statement

(On Statutory Auditor's or CA letterhead by each consortium member)

I hereby declare that I have scrutinized and audited the Financial statements of M/s_____. Turnover* of the bidder (name of the Bidder) as on 31st March as per Audited statement is as follows:

Financial year	Turnover (INR Crore)	Net Worth (INR Crore)
2016-17		
2015-16		
2014-15		
2013-14**		

**To be provided from latest available Audited statement*

*** In case Financials for FY 2016-17 are not audited.*

(Signed and Sealed by the statutory auditor or CA)

Enclosure:

- (1) (1) Copy of latest available Audited annual reports for last three years as applicable or as per Financial Year/Calendar Year followed by the bidder firm to be provided. If 2016-17 Financial Statements of any bidder is unaudited then the Audited Financial Statements of 2013-14 along with an undertaking letter from the bidder that the 2016-17 Statements are not audited is to be submitted.

Form –1.5: Format for Declaration by the bidder for not being Blacklisted / Debarred

(To be submitted on a 100-rupee stamp paper by each member of consortium separately)

Anti-Blacklisting Affidavit

I M/s., (the names and addresses of the registered office) hereby certify and confirm that our company is not black-listed / debarred by any of the Government or Public Sector Units in India or abroad as on the date of the submission of the tender.

We further confirm that we are aware that our Proposal for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered with regard to the requirements of this RFP at any stage of the Bidding Process or thereafter during the agreement period. Dated thisDay of, 201_

Name of the Bidder

Signature of the Authorized person

Name of the Authorized Person

Form –1.6: Non-Disclosure Agreement
(To be given on the each bidder's Letter Head)

WHEREAS, we, _____, having Registered Office at _____, hereinafter referred to as the Bidder, are agreeable to provide Monitoring and tracking solution for smart waste management supply, installation, Design, Development and Maintenance Project services to SSCDL, having its office at 115, Smart City Cell, Surat Municipal Corporation - Head Quarter, Muglisara, Main Road, Surat - 395003, Gujarat hereinafter referred to as the AUTHORITY and, WHEREAS, the Bidder understands that the information regarding the AUTHORITY's business shared by the AUTHORITY in their Request for Proposal is confidential and/or proprietary to the AUTHORITY, and

WHEREAS, the Bidder understands that in the course of submission of the offer for providing **Implementation Agency for Biometric Attendance System** and/or in the aftermath thereof, it may be necessary that the Bidder may perform certain jobs/duties on the Authority's properties and/or have access to certain plans, documents, approvals or information of the Authority; NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following conditions, in order to induce the AUTHORITY to grant the Bidder specific access to the AUTHORITY's property/information. The Bidder will not publish or disclose to others, nor, use in any services that the Bidder performs for others, any confidential or proprietary information belonging to the AUTHORITY, unless the Bidder has first obtained the AUTHORITY's written authorization to do so.

The Bidder agrees that notes, specifications, designs, memoranda and other data shared by the AUTHORITY or, prepared or produced by the Bidder for the purpose of submitting the offer to the AUTHORITY for the said solution, will not be disclosed to during or subsequent to submission of the offer to the AUTHORITY, to anyone outside the AUTHORITY.

The Bidder shall not, without the AUTHORITY's written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the AUTHORITY in connection therewith, to any person(s) other than those employed/engaged by the Bidder for the purpose of submitting the offer to the Authority and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Date:

Signature with Seal :

Name :

Designation :

Form –1.7: Authorisation letter from OEM

(This form has to be provided by the OEMs of the hardware and software solutions proposed on its letter head. This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the OEM.)

To

**GM(IT), Surat Smart City Development Limited
115, Smart City Cell, Surat Municipal Corporation,
Muglisara, Main Road, Surat - 395003, Gujarat.**

Subject: OEM's Authorization Form

Ref: RFP No. SSCDL-BIOMETRIC -02-2017

Dear Sir,

Please refer to your Notice Inviting RFP for Implementation of Smart Biometric Attendance System at various offices of Surat Municipal Corporation (Including Warranty) for 600 Biometric Devices.

<<**Name of the bidder**>>, who is our reliable authorized distributor/ dealer/ channel partner / implementation partner / Systems Integrator / Service Provider is hereby authorized to quote on our behalf for this bid. We undertake the following regarding the RFP for Implementation of Smart Biometric Attendance System at various offices of Surat Municipal Corporation:

1. The Biometric Device/equipment supplied in this bid shall be manufactured by us as per the specifications required by SSCDL/SMC. <<**Name of the bidder**>> shall not be allowed to do any hardware integration on our Biometric Device/equipment.
2. It will be ensured that in the event of being awarded the contract the biometric devices with Time Attendance System will be delivered (**with one year warranty and 5 years parts availability guarantee**) and maintained by <<**Name of the bidder**>> properly as per the conditions of the contract. For this purpose, we will ensure and provide <<**Name of the bidder**>> necessary technical support including technical updates, & spares. If <<**Name of the bidder**>> fails to maintain the machines for any what-so-ever reason, we shall make alternative arrangements for proper maintenance of these machines during the warranty period.
3. If due to any reasons, the tie up between our company & <<Name of the bidder>> breaks down subsequently, we shall make necessary alternatives arrangements for honoring the terms of the contract.

Yours very truly,

Name: _____

Designation: _____

Company: _____

Form-1.8: Affidavit**<< To be printed on Rs. 100/- Stamp Paper >>**

(Note: The affidavit format as indicated above to be furnished on non-judicial stamp paper of INR 100 and duly notarized)

Name of work:

- I, the undersigned, do hereby certify that all the statements made in the required attachments are true and correct. I also understand that in case of wrongful / false information, Surat Smart City Development Ltd(SSCDL) is entitled to take any civil and criminal punitive action against me/us.
- The undersigned also hereby certifies that neither our firm M/s. _____ nor any of its constituents partners have abandoned any work in India nor any contract awarded to us has been rescinded during last five years, prior to the date of this bid.
- The undersigned hereby authorize(s) and request(s) any bank, person, authorities, government or public limited institutions, firm or corporation to furnish pertinent information deemed necessary and requested by the SSCDL to verify our statements or our competence and general reputation etc.
- The undersigned understands and agrees that further qualifying information may be requested and agrees to furnish any such information at the request of the SSCDL.
- The SSCDL and its authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the statements, documents and information submitted in connection with this bid and to seek clarification from our bankers and clients regarding any financial and technical aspects. This Affidavit will also serve as authorization to any individual or authorized representative to any institution referred to in the supporting information to provide such information deemed necessary and requested by representative of SSCDL to verify statements and information provided in the RFP or with regard to the resources, experience and competence of the Applicant.

Signed by the Authorized Signatory of the firm

Title of the office: _____

Name of the firm: _____

Date: _____



Surat Smart City Development Ltd. (SSCDL)

Price BID

**RFP for
"Implementation of Smart Biometric Attendance System
at various offices of Surat Municipal Corporation"**

[SSCDL-BiometricAttendance-02-2017]

Online Bid Start Date

Sep 28, 2017

Online Pre-Bid Conference

Oct 04, 2017

Online Price Bid Submission

Oct 10, 2017

Last Date of Physical Submission of Technical Bid

Oct 13, 2017

**Surat Smart City Development Limited
115, Smart City Cell, Surat Municipal Corporation,
Muglisara, Main Road, Surat - 395003, Gujarat.**

Price Bid

Price Bid

[Note: **Must be submitted online, not to be sent physically**]

PRICE BID						
Item No.	Description	Quantity	Unit Rate (w/o Taxes)	Amount (w/o Taxes)	Tax (%)	Amount inclusive of all taxes
A	B	C	D	E= C*D	F	G= E*(100+F)%
I.	Biometric Devices Type A as per Technical Specification including installation charge with 1 year warranty	250 nos.				
II.	Biometric Devices Type B as per Technical Specification including installation charge with 1 year warranty	275 nos.				
III.	Time Attendance System as per Technical Specification	1 nos.				
IV.	Biometric Device Enclosure	525 nos.				
V.	RFID Card	22000 nos.				
VI.	Colour printing of the card	22000 nos.				
VII.	Yearly Comprehensive AMC Charges for the complete system	5 years				
Total						

Note :

1. The Prices mentioned in the Price Bid should include all applicable taxes & duties as applicable. The L1 evaluation will be done exclusive of taxes but inclusive of any duties applicable to the products. The bidder to quote the duties along with the rate of products proposed for L1 evaluation.
However, the bidder is expected to provide the tax components in commercials. The payment of taxes to the selected bidder will be done on actuals. In this regard, selected bidder is required to submit documents describing the total tax paid for this Project (for each component). The payment for tax component will be made in the subsequent billing cycle. Further, SSCDL shall be entitled to deduct tax at source or any other taxes/ cess as may be applicable.
2. The quantity mentioned above is indicative in nature and may vary at the time of implementation. The rate should be valid for quantity which may lower/higher than the specified quantity. The rate will also be valid during the contract period for additional purchases if any.
3. All rates/Amount should be quoted in INR
4. The Authority shall be entitled to deduct tax at source as may be applicable. The TDS certificate(s) shall be submitted as per the due date specified in the Income Tax Act.

Place :**Signature of Authorized Person :****Date :****Designation :****Company stamp :****Name :**