SHRI SAIBABA SANSTHAN TRUST SHIRDI

Information Technology Department

Tender document for
Employee Attendance System (FR & Biometric)

DETAILED TENDER NOTICE

SHRI SAIBABA SANSTHAN TRUST
INFORMATION TECHNOLOGY DEPARTMENT
Shirdi, Tal. Rahata, Dist. Ahmednagar.
Phone No. (02423)-258959
Website: - www.sai.org.in email- it.office@sai.org.in

Employee Attendance System (FR & Biometric)

Online tenders are invited for the Supply and installation of Face recognition biometric devices and implementation of Web Based Application Software Development. The tender details will be available on https://mahatenders.gov.in for downloading & the tender has view only access on the website of trust www.sai.org.in under tender menu.

1.0 Time Table for online tender submission

Online Tender Publish Date	Dt. 19-Aug-2022	Time- 10.00 am
Online Documents Download/Sales Start	Dt. 19-Aug-2022	Time- 10.00 am
Online Documents Download/Sales End	Dt. 05-Sep-2022	Time- 17.00 Pm
Online Bid Submission Start Date	Dt. 19-Aug-2022	Time- 10.00 am
Online Bid Submission End Date	Dt. 05-Sep-2022	Time- 17.00 Pm
Pre Bid Meeting	Dt. 23-Aug-2022	Time- 11.00 am
Online Technical Bid Opening Date	Dt. 08-Sep-2022	Time- 10.00 am

Pre bid Meeting.
Pre bid meeting will be held at Sansthan's meeting hall in Shirdi. For any of the queries, interested bidder would call 02423-258959 or mail the queries to it.office@sai.org.in

Validity Period:
The offer of the bidder shall remain valid for acceptance for a minimum period of **120 days** from the date of opening of Commercial Bid.

1.1 Tender Cost, Earnest Money Deposit & Security Deposit:

a) **Tender Fees :** Rs: 3,200 (Three Thousands Two Hundred Only)

b) **Earnest Money Deposit (EMD):** Rs: 16,000 (Sixteen Thousands Only)

c) No interest will be paid on the EMD and Security Deposit.

Amount of EMD & Tender Fees must transfer online while uploading the e-tender from www.mahatenders.gov.in .

2. SCOPE OF BIOMETRIC ATTENDENCE SYSTEM AND WEB BASED APPLICATION
2.1 Introduction
SSST is looking for supply and installation of Face Recognition biometric devices for recording employee attendance. Also, development of a web based application for monitoring the employee attendance, managing employee shift roaster and leaves.

2.2 Scope of the Work

Bidder would be responsible for the following scope of services:

- System Study, Supply, administration and installation of advanced Face Recognition Biometric devices at specified SSST premises.
- Developing / Customizing Employee Attendance System (EAS) web based application as per SSST requirements and delivery appropriate documentation like BRD, Technical design, User Manuals etc. (Printed copy as well as soft copy).
- EAS application can be developed/customized using open source attendance software and respected source code can be maintained in SSST data center SVN server as copyright of SSST.
- Creating Master Data by registering all the employees biometrically in the system.
- Minor fixes, enhancements, customizations, maintenance, upgrade of the Web based application Software and Face recognition biometric devices during the warranty period.
- One full time experienced person to be deployed for handle following responsibilities:
  i. Single point of communication between SSST and Bidder for complete contract period for both hardware and software.
  ii. He should be available at onsite (Shirdi) till EAS goes live in all departments.
  iii. Publish progress report during implementation and maintenance phases.
- Sharing the EAS application Software along with license of third party API/any other software used.
- Providing hands-on training to SSST staff to maintain FR devices, Employee master and EAS web based application.

2.3 Design, Development, Implementation and Training of a web based EAS.

a) Bidder should study the current setup, understand the SSST requirements and Develop/Customize a Web-based Application Software after getting approval on the BRD.

b) Hosting: SSST will provide required hardware to host the application. Bidder should host the EAS at SSST Data Centre and attendance information should be stored centrally in the specified servers. In case of LAN disconnection, the data should be saved on local device and the data should be ported to central server once the connectivity is restored. The bidder should provide application architecture, required softwares (license/open source), performance tuning parameters, configuration of the Server, etc. Bidder need to specify all these details along with the Technical Bid.

c) Features: The system should be highly secure and customizable with minimum following features and Scope for modifications on change of the rules:
  i. Import of Employee data through Excel file
  ii. Employee Search & Query module
  iii. Organization calendar
  iv. Outside office/Late permission etc.
  v. Real Time Attendance management across multiple locations
  vi. Integrates with other modules like Leave management and HR-Payroll
  vii. Shift and Roster Management
  viii. Generation of periodic attendance reports for all SSST departments.

      ix.   Tracking of late-coming, special duty, overtime etc. of employees across the SSST Offices.

      x.   Monitoring of Check-In and Check-out of the officials of the organization at all department.

     xi.   Provision of mass late attendance, Informed/OD tour/Prior Intimation.

    xii.   Search of employee in any SSST department based on multiple parameters like employee name, department, section etc.

   xiii.   Provision of leave deduction by authorized user.

   d)   **MIS Reports:** The system should support integrated powerful MIS with minimum following reports:

      i. Daily Attendance Report

     ii. Attendance Register

    iii. Machine wise Attendance Report

    iv. Time wise Attendance Report

     v. Leave status report of employee

    vi. Daily Checkout report

   vii. Employee Check-in and Check-out Log Report

  viii. Summary of Late coming employees

    ix. Summary report of punctual employees for a specified period

   e)   **Testing:** Bidder shall thoroughly test the software for load, quality and performance along with requirements specified in approved BRD before deploying the application on production environment. Also, need to ensure the test results are approved by SSST.

   f)   **User Acceptance Testing (UAT):** Bidder should coordinate/conduct UAT and get acceptance/approval before deploying in production.

   g)   **Training:** Bidder shall provide hands on Training of the Biometric devices and Application Software to the SSST staff for proper functioning of EAS. Need to share user manuals, SOP documents for usage and maintenance.

2.4 Non-Functional Requirements of Proposed Web Based EAS

   a)   **Browser Independent:** The Application Software should be web enabled so that the same can be accessed from anywhere, anytime. The software should be compatible with all popularly used browsers.

   b)   **Software Platform:** The centralized web based Application Software should be developed using proven technology. The software should be compatible for deployment in three tier architecture environment.

   c)   **Graphical User Interface**: The software should have user friendly Graphical User Interface (GUI) and should enable role based access rights to each user. The interfaces need to be developed for the users who will fall in the below major categories:

   i. SSST Employees including Managers/Officers:

- Responsible for monitoring the presence of employees across all locations
- Generation of report of late-coming, special duty, overtime, employee wise department-wise attendance reports
- Provision for approval of permissions for late coming, leave, tour, early leaving etc. of concerned employees
- Responsible to fill up leave form.
- Responsible for applying shift roster to each employee.

- Generating all required reports.
- Managing the Master data of Employee department wise.

ii. **SSST – Admin**
- Managing Transfer of Employee
- Registration of Employee face/finger to Software.
- Define and assign access using biometric to employees.
- Defining of departments, roles and rights to various users of BAS.
- Creation and management of attendance rules, leave rules etc. of employees.
- Defining and managing Holidays, Shifts, Special duties etc
- Addition and managing of multiple departments at the Centre.
- Addition and management of users and their roles and privileges.
- Defining and managing Holidays, Shifts, Special duties etc.
- Integration of application for leave, late coming, tour etc from registered mobile no. of employee.

d) **Performance Requirement:** System shall be able to support at least 100 Concurrent Users within a response time of fraction of seconds.

e) **Safety Requirement:** All critical transactions / operation which are being used to delete some records should be explicitly confirmed by the user with a prompted dialog box.

f) **Security Requirement:** The application should be designed and developed by incorporating security features as per the best industrial practices. The specific elements of the application should be provided to authorize personnel only. Wherever required the data should be encrypted. Appropriate access and authorization controls should be incorporated into the software. The bidder should also provide configurable User and Role-based security options for the application.

g) **Administrator:** The Application Software shall have appropriate administrative features / options for Users with role-based access to various features especially user management, role management etc.

h) **Audit Trail:** The Application Software should provide proper audit trail for any change made in the data. The software should be capable of storing the User Name, IP address, date and time stamp of the user modifying the information in the system. The system should maintain proper logs of any changes made in the data. System shall be implemented in such way that all critical transactions are stored with the logged-in user name that has performed that transaction.

i) **Validation Checks:** The Application Software should have provisions for proper validation checks to minimize data entry mistakes so that garbage data is not stored in the database.

j) **Transaction Accuracy & Consistency:** Application Software should ensure accuracy and consistency of data in database and reports.

k) **Login & Authentication:** System shall provide a Unique User Id and shall provide necessary feature for user management including password management etc. All information concerning to SSST shall be provided only after authentication.

l) **Online Help:** The software should provide Online Help facility for the end-users to operate the software with ease and speed. The help may be in any of the forms viz. PDF file, PPT, Video etc.

m) The bidder shall provide list of all the controls used in the software along with Developer's Information and Technical Documentation / Manual for usage of the controls.

n) The bidder shall provide one copy each of User Manual, Design Manual and Technical Manual in both Hard and Soft copy.

3.0 Tendering Procedure.

Qualification Criteria.

1) Bidder should be the Original Equipment Manufacturer/Partner/Authorized dealer of Biometric devices and Security appliances.
2) The Original Equipment Manufacturer/Partner/Authorized dealer should have authorized service center in Maharashtra.
3) Central / State Government or government corporation, statutory Institute, should not blacklist the bidder.

3.1 Technical Bid

Technical BID must submitted online only.

Scanned copy of following documents must uploaded as Technical-bid.

(Note: Only 6 documents are allowed to upload, so bidder can merge multiple documents into a single file ensuring minimum DPI and file size in KB)

1. Certificate of firm registration, GST Registration and PAN.
2. Authorized dealer Documents/Letter from Company.
3. Letter stating that Central / State Government or government corporation, statutory Institute, does not blacklist Firm/Company.
4. Biometric devices and security appliances White papers/ Pamphlets/ Brochure for which you have quoted (Model number and specification).
5. White papers/Boucher of Application.
6. Letter on company/Firm letter head Stating that "Company/Firm have read all terms and conditions and agree with them".
7. Bidder should have experience of minimum two implementations of similar projects. Details to be attached.
8. Bidder should share the Client List with contact person and contact number.

3.2 Commercial Bid

* Price of all items should be Exclusive of Tax.

* The tenderer should quote online in BOQ provided.

3.3 Acceptance of Tender:

1. The commercial bid of technically qualified bidders, shall only opened online and lowest offer of the technically qualified bidder shall be accepted. The acceptance of tender will be communicated to the contractor by email or otherwise.
2. The quoted amount in online tender shall be valid for 120 days (Four Months) from the date of opening of the tenders.

3.4 Warranty Period.

Post Implementation Support/Maintenance/Warranty:

➢ Hardware OEM warranty shall be for 1 year
➢ Application should be made Go-live within 60 days from acceptance of work order and full-fledged implementation of all functionalities should be completed within 1 year.
➢ Bidder should provide comprehensive maintenance for both Hardware and Software for 2 years after warranty period.

- During the warranty term, the bidder shall perform all the upgrade/new version update free of cost.
- In case of any hardware/device goes down within the warranty period, bidder/OEM should ensure it is operational within 48 hours. Failing to such case, bidder/OEM should replace the device until it is repaired.
- Any call shall have to be attended within 24 hours and any software issue shall be resolved within 3 days or as mutually decided upon. In case the solution requires more time, the bidder should report to the concerned SSST officer within given time frame in writing with the requisite details for approval.

4. Payments, Penalty and Security Deposit:

Hardware:

a) If ordered material not supplied within stipulated time, then 0.5% cost of undelivered material will be deducted per week from security deposit up to max 10%.

b) 90% of payment after supply and successful Installation and inspection of all ordered material.

c) 10% amount will be paid after 1 month from successful installation & inspection.

Software:

a) 70% after creation of all master data, installation of application to all specified locations, training to stakeholders.

b) 30% will be released in 4 installments (quarterly) based on the phase wise completion reports covering Admin facility, all required reports, and acceptance by all user. Phases will be decided mutually after acceptance of work order.

c) Payment of CAMC from second year onwards will be paid on quarterly basis upon submission of SLA reports on problem/change requests.

d) Critical/High priority problem, requests should be resolved within 2 working days. If failed to fix, Rs: 500/day will be deducted from security deposit till call is open.

Security Deposit:

Successful bidder have to deposit 3% amount of total Hardware cost as Security Deposit. Security Deposit will be refunded after CAMC period.

7. Terms and Conditions.

1. Software registration (if any) should be done in the name of 'Chief Executive Officer, Shri Saibaba Sansthan Trust, Shirdi'.
2. The decision of Chief executive officer, Shri Saibaba Sansthan Trust, Shirdi will be final and binding in case of any dispute between Trust and the bidder.
3. The bidder should study all the tender documents carefully and understand the tender contract conditions, specifications etc. before quoting online.
4. Chief executive officer, Shri Saibaba Sansthan Trust reserves the rights to Accept / Reject Partial / Full Tender.
5. Transport, freight and other charges will be responsibility of supplier.
6. If successful bidder refuses to deliver the material and software his EMD will forfeited.
7. No interest will be paid EMD/security deposit.

(Bhagyashree Banayat, I.A.S.)
Chief Executive Officer,
Shri Saibaba Sansthan Trust Shirdi

ANNEXURE- A
Personal & Bank Details for RTGS
All columns are mandatory
(Submit on Company Letter Head)

Sr No	Personal Detail	
1	Name of the Firm	
2	Address	
4	Contact Person and Cell No	
5	GST umber	
6	Bank Details – Name of the Bank	
	Bank City	
	Branch Name and Code	
	Account Type	
	Account Number	
	IFSC CODE	
	MICR NO.	
7	Stamp and Signature of the agency	

ANNEXURE-B

Technical Specifications

S.N.	Description of Material
1	**Face & Fingerprint Attendance System** **Capacity:** 1. Face templates: 6,000 2. Fingerprint templates: 6,000 3. RFID: 10,000 4. Log storage capacity 3,00,000 to 5,00,000 Response Time: <1 Sec Connectivity: TCP/IP and USB. Display: 4 to 6 inches IPS Display with Capacitive Touch Panel of toughened Gorilla Glass Enclosed in a tamper proof box. Voice Prompt: Buzzer. Battery: lithium battery - 2 hrs. of operational backup. Operating Temperature of 0-50°C and humidity range of 20-95%. Comprehensive Warranty 1 Year
2	Web Based Employee Attendance Software (EAS) for Unlimited Employees, users & devices with centralized Database (on premise). (Implementation, stabilization, training and hand over should be completed in 6 months and extended care period should be 6 months.)

BOQ format

S.N	Description of Material	Qty.	Rate (Excl. Tax)	Amount

1.	**Face & Fingerprint Attendance System**
	Capacity:
	   1. Face templates: 6,000
	   2. Fingerprint templates: 6,000
	   3. RFID: 10,000
	   4. Log storage capacity 3,00,000 to 5,00,000
	Response Time: <1 Sec
	Connectivity: TCP/IP and USB.
	Display: 4 to 5 inches IPS Display with Capacitive Touch Panel of toughened Gorilla Glass enclosed in a tamper proof box.
	Voice Prompt: Buzzer.
	Battery: lithium battery - 2 hrs. of operational backup.
	Operating Temperature of 0-50°C and humidity range of 20-95%.
	Comprehensive Warranty 1 Year
		18		

2.	Web Based Employee Attendance Software (EAS) for Unlimited Employees, users & devices with centralized Database (on premise). (Implementation, stabilization, training and hand over should be completed in 6 months and extended care period should be 6 months.)	1		
3.	CAMC for next 2 years for both Hardware and Software	1		
4.	By Back Cost for Material given in Annexure C	1		

Buy Back Material Description

SN	Tag-id/ In service date	Description of Material	Qty
2	SCAN/001 20/06/2006	BIOMETRIC FINGER SCANNER MAKE HAMSTER	1
3	ELQ/9901 29-02-2012	BIOMETRIC FINGER SCANNER MAKE HAMSTER	1
4	ELQ/9903 18-01-2017	BIOMETRIC FINGER SCANNER MAKE HAMSTER	1
5	MCN/213 23-05-2006	BIOMETRIC FINGER ACCESS TERMINAL MAKE NETGEN	7
6	ELQ/A002 25/06/2013	BIOMETRIC FINGER ACCESS TERMINAL MAKE NETGEN	1
7	ELQ/A001 25/06/2013	BIOMETRIC FINGER ACCESS TERMINAL MAKE NETGEN	1
8	MCH/S001 18/11/2008	BIOMETRIC FINGER ACCESS TERMINAL MAKE NETGEN	1
9	MCH/216 01/04/2010	BIOMETRIC FINGER ACCESS TERMINAL MAKE NETGEN	1
10	MCH/854	BIOMETRIC FINGER ACCESS TERMINAL MAKE NETGEN	1