

8.1.3.	Regular back up of PCs and server system and database to ensure smooth recovery and business continuity in case of system failure.
8.1.4.	Periodic back up of attendance data and other useful data
8.1.5.	Maintain reports and make them available for all the days throughout the year.
8.1.6.	Daily checking should be completed before the time as indicated by BHEL for all the biometric smart card readers for attendance recording system. Check for Validation , Net working , date, time and IP address, down loading for raw data and their performance reporting status of the Biometric smart card readers and smart card readers to users regularly.
8.1.7.	On Sundays and Holidays, on-line status check shall be done.
8.1.8.	Updating backup files in server, clock time setting for Biometric smart card readers, status of server, ID card shall be done daily.
8.1.9.	Maintaining Daily log of monitoring for equipment complaints from field and system and Immediate action for rectification.
8.1.10.	Preventive maintenance schedule shall be given for monthly and quarterly to have a complete check –up
8.1.11	Daily Report to BHEL regarding the Status of Biometric smart card readers and smart card readers.
8.1.12.	Vendor needs to maintain critical spares for immediate replacement pertaining to this system.
8.1.13.	Vendor shall arrange to have a service facility in BHEL/Corporate R&D.They have to post their Maintenance engineers during day time. Any failure in this system shall be attended immediately and the system availability shall be more than 98%

Weekly Schedule of work.

8.2.1.	Running weekly backup at Server
8.2.2.	Check status of user table
8.2.3.	Check status of server tables
8.2.4.	Updating machine ID s and temporary cards
8.2.5.	Submission of daily log regarding the complaints and rectifications
8.2.6.	Weekly meet with M&S regarding the issues faced.

Monthly Schedule of work.

8.3.1	Preventive maintenance schedule shall be planned for checking of all the Biometric smart card readers and Battery backup, Power check, networking, connectivity and communication systems.
8.3.2	3 Months data have to be maintained always. Backup shall be kept for future variations.
8.3.3	Backup operating system of PCs and server.
8.3.4	Updating master file for additions, deletions and transfers of Employees.
8.3.5	It is the responsibility of the vendor to take back the used batteries. It should not be stored in BHEL complex.

Half yearly schedule of work.

8.4.1.	Battery for Real time clock to be checked.
8.4.2.	Soft copy data to be sent to concerned departments and Group Heads/Lab Managers.
8.4.3.	Activate Set recorder programme to all card readers for updating master's record.

QUALIFICATION CRITERIA:

‘Bidder’ means the Original Equipment Manufacturer / System Integrator who is offering the Biometric smart card system for this tender.

‘OEM’ means the Original Equipment Manufacturer whose equipment is being offered by the Bidder for this tender.

The Bidder shall fulfill the following qualification criteria, which shall be backed by necessary documents.

SNo	Description
1.1	<u>Equipment:</u> Bidder should be either Original Equipment manufacturer or should be Authorized System Integrator partner having direct purchase and support agreement with the OEM for biometric Smart Card Readers quoted for this tender. In case the bidder is a system Integration Partner of the Principal Manufacturer, a valid certificate from the Principal Manufacturer clearly stating the relationship with the Partner and authorization to the Partner to quote for this specific tender is to be furnished. The Certificate /Authorization Letter specific to this tender must be enclosed by Authorized Representative of the OEM with the Technical Bid.
1.2	The Bidder shall have back-to-back agreement with the OEM to provide service and spare support for at least 3 years for the offered solution. Bidder shall give an undertaking to provide the agreement on award of contract.
1.3	Bidder should have experience of successful execution of project involving Biometric Smart card based Computerized Attendance Recording system during preceding 5 years from tender due date, catering to 1000 or more Biometric Smart Cards in at least one project Bidder should have supplied minimum 25 biometric smart card readers to at least one big industrial firm. The complete project mentioned should be of total solution and infrastructure setup, training and support. The work order should be on the name of the bidder. The order copy of above mentioned projects and successful completion/ performance certificate from the customer along with the offer is to be submitted. Experience in installation of Biometric Attendance system in any Government/PSU is preferable.
1.4	Vendor shall clearly mention all customer references with number of equipments supplied and year of commissioning of Biometric Smart card based Computerized Attendance Recording system operating anywhere in India such as Name of the unit / company, Name of the contact person; Address/ e-mail id, Mobile and Office phone of contact person, Month & year of commissioning of the attendance recording System, Capacity, Design, Configuration, System Guarantee, Service Support provided etc. for verification by BHEL, R&D directly.
1.5	The Bidder should have Registered and Incorporated office in India for last 3 years. Alliance/liason office in India shall not be accepted.
1.6	Bidder and OEM should have a clean track record, i.e. the Bidder / OEM / any group company should not have been blacklisted by any PSU/Govt./Quasi Govt/Govt. Undertaking companies in India during the last three years. To this effect, a declaration should be given by the bidder.
1.7	Bidder should have in-house software development team for application software development, customization, & implementation. List of such professionals along with their expertise area related to the said system to be submitted along with the offer.

1.8	All the Biometric smart card readers offered by the Bidder shall be from single OEM only.
1.9	A bidder shall submit only one bid of a single OEM for Readers.
1.10	The OEM should have support infrastructure in spares for the OEM components stocking, Technical support and logistics in India to provide quick after sales support. Specify the OEM Spares logistics locations in India with address.
1.11	Bidder should have professionals with expert level certification from the OEM of the quoted products and also having experience of implementing / maintaining Biometric solutions.
1.12	Bidder should fulfill all statutory and safety requirements for personnel engaged while executing the contract. Due to non compliance of the applicable statutory provisions, if BHEL has to incur any expenditure in this regard the same will be compensated by the Bidder.

(Relaxation of the above pre-qualification and eligibility criteria will not be entertained under any circumstance. Hence bidders who do not comply with one or more of the above eligibility criteria need not apply.)

TECHNO-COMMERCIAL TERMS AND CONDITIONS	
2.1	Installation of Biometric Smart Card Readers readers with Power supply, Connectivity to the readers including termination, data connectivity & configuration of Readers.
2.2	Installation & configuration of Servers and Application software at Informatics Centre.
2.3	Creation of Database tables & Configuration on Server.
2.4	Development & Customization of Application Software and reports as per BHEL requirements.
2.5	Configuration implementation & maintenance of the complete system for the Rental & Guarantee period.
2.6	To provide any extra report required by BHEL to carry out its day-to-day operations, during the implementation phase as well as for the complete R&G period, will be vendor's responsibility. However time frame to fulfill such requirements may be decided mutually by Vendor & BHEL.
2.7	Preparation of Biometric smart cards, Consumables for printing of Biometric Smart Cards including print cartridges required for the preparation of the cards will be in vendor's scope. Charges for Biometric cards issued to Employees will be made at the end of each quarter (on the basis of actual quantity issued). Rate quote shall be valid for throughout the lease period.
2.8	Deployed Maintenance personnel shall coordinate all activities related to the complete system operations & monitoring.
2.9	Computer hardware, software installations and configuration.
2.10	All relevant software upgrades should be provided during the period of contract at free of cost and source code of all software packages shall be handed over to BHEL for future maintenance
2.11	Any other items required to complete the system in full is under vendor's scope. Freight, handling and packing charges, transit insurance, installation.
2.12	On-site comprehensive maintenance
2.13	Spares & Software/Firmware Updates

2.14	All taxes & Duties.
2.15	Comprehensive maintenance shall include the following : a. Replacement of faulty component /equipment. b. Installation charges c. Site inspection charges d. Cost of Maintenance Engineers and technicians e. R&G tax/right to use tax / any other statutory levies including service tax
2.16	R&G contract will commence only after successful supply, installation, and commissioning of the entire equipments, its interconnectivity, and the expected performance of the system in all respects to the satisfaction of BHEL Engineers as per the scope of the contract. The completion of installation and commissioning shall be as per the mutually agreed ATP (Acceptance Test Plan) and shall be certified by BHEL. The installation and commissioning shall be completed in all respects within 6 weeks from the date of completion of total supplies.
2.17	BHEL reserves the right to retain the hardware, software and other items supplied in this procurement at the end of the lease period on payment of Re. 1/- (Rupee one only). On payment of terminal charges, the ownership of entire System including all the equipment, spares & software will get transferred to BHEL without any other payments. BHEL will claim depreciation from the date of commissioning.
2.18	The Annual Maintenance Charges subsequent to the R&G contract period shall be quoted as a percentage of outright purchase value of each item. The scope of AMC after R&G contract period shall be comprehensive including spares & Services and shall be applicable for a period of 5 years and will be binding on the Bidder. BHEL reserves the right to enter in to AMC after the R&G contract period renewable each year for a period of 5 years or less.
2.19	Delivery & Project Implementation Schedule The Bidder shall be responsible for timely delivery, installation, & commissioning of all the Hardware/software given in the scope of supply/work at the BHEL's premises. All the Hardware/software shall be delivered within the from the date of placement of order and successfully install and commission within time specified by BHEL from the date of delivery of Hardware/software. In case of delay in delivery schedule, standard LD clause of BHEL will be imposed.
2.20	Ordered items shall be offered for pre-dispatch inspection before shipment. BHEL reserves the right to inspect the components or give dispatch clearance based on Bidder's inspection and other reports.
2.21	All equipment supplied and installed at the stipulated locations shall be new and conforming to the contract technical specifications. Relevant test certificates, certificate of newness of equipment and any other statutory documents should be furnished.
2.22	Complete technical literature including specification, catalogue pertaining to the products as required, and any relevant bench mark Results/test results are to be submitted along with technical offer.
2.23	SHIFTING OF EQUIPMENT FROM A LOCATION TO OTHER: BHEL reserves the right to relocate the equipment. Supplier is responsible for Shifting of equipment from one location to another within BHEL campus and to integrate the system.

2.24	Uptime of 98% shall be guaranteed for the system on monthly basis. Any down time beyond 2% will result in the reduction of R&G contract rentals on Pro rata basis
2.25	Bidder should arrange a system for registration, monitoring and redress of all complaints during the contract period
2.26	Hardware upgrades during rental contract period shall provide upward compatibility at mutually agreed prices.
2.27	The offers shall be evaluated based on the total R&G contract for 3 years for the entire scope of the tender. The total R&G contract are calculated based on the offered charges per Unit per Quarter. AMC charges quoted after R&G period will not be considered for evaluation.
2.28	Contract Agreement This tender document shall be deemed to form an integral part of the contract to be entered into for this work. The successful bidder shall have to enter into a Bipartite Lease agreement contract on non-judicial stamp paper as per Andhra Pradesh government rules within 30 days of award of the contract, which will remain valid for the currency of the contract. The bidder has to furnish stamp duty amount as per Andhra Pradesh government rules.
2.29	MAINTENANCE one Qualified personnel shall be stationed at BHEL site. The resident Engineer should ensure 98% uptime and to coordinate daily operations including monitoring, maintenance of the Biometric smart card readers, PCs, servers, Maintaining the attendance recording system Management Information Reports generation. The engineer shall be available on-site between 8.00 AM to 4.30 PM during all working days of BHEL, R&D and & support for 24 hrs x 7 Days working shall be available on call basis, to meet any exigency. Maintenance service shall cover services, repairs and replacements necessary to keep the equipments in good working condition during the R&G period. However in case of any defect or sabotage or damage due to any reason whatsoever, the same equipment should be rectified/replaced by the vendor within 24 hrs (24x7 manner) of reporting of such incident. Vendor shall maintain sufficient equipment inventory onsite to rectify/replace the damaged/defective/non-functioning equipments. Vendor has to submit the monthly inventory status to BHEL in a prescribed format. Periodic maintenance check should be carried out to keep the equipments in good working conditions. Maintenance will include all plastic and/or rubber parts, back up batteries, etc. Real-time clock and memory back up Batteries of all Bio-metric smart card readers are to be compulsorily replaced once in 2.5 years and also in the last quarter of the R&G contract.
2.30	TRAINING Training of BHEL personnel shall be part of the contract. During installation at BHEL, the associated BHEL coordinators shall be guided on the system usage. Exhaustive and detailed maintenance training shall be provided to BHEL Engineers to enable BHEL to carry out maintenance after the expiry of the R&G period.
2.31	INSTALLATION AND COMMISSIONING: The installation and commissioning will be in the scope of bidder. After commissioning, education and training should be provided to all the employees. Minimum required number of people should be arranged by the vendor for successful commissioning and smooth establishment of the system.