



TECHNICAL SPECIFICATIONS  
FOR  
Visitor management System

VISITOR MANAGEMENT SYSTEM

FOR

BHEL- EPD

Contents

Section I: Technical Specification & Scope

Section II: Terms & Conditions

*Handwritten signature*

SECTION – I

Technical Specification & Scope

Sl.No	Description	Specification / make or Model	Quantity	Unit of Measurement
1.	Web Based Software Application with database and front End	The application features as detailed below.	1	no
2.	Finger print Scanner	Should be able to scan the finger print in 5ms. (Suprema). Should have the capacity to store minimum 5000 Finger Templates master.	2	nos
3	Business Card Scanner	Visiting card scanner - Card scan Executive 800cx V9	1	no
4	Barcode Scanner	For scanning of Any barcodes and compatible with the Computer system USB connection Barcode Scanner – Motorola LS2208	1	no
5	Gate pass Printer	For the purpose of printing the gate pass of visitor. Label Printer-Dymo Label Writer 450	1	no
6	Digital Webcam	For Capturing the photos of the visitor Webcam with stand - Logitech C905	1	no

Software should contain the following features and facilities.

**VISTORS MANAGEMENT**

1. The front end should be web based accessible from any system and it should allow the receptionist to enter the visitor details (viz. Name, Place, Company, purpose, Address , Phone Number, Name of the person to be visited etc..) and the same should get stored in the database. The fields can be added on this entry screen / customised as per the BHEL requirement.
2. The database should be available and at any time customisable reports should be available. The database should be either SQL or Oracle Database.



TECHNICAL SPECIFICATIONS  
FOR  
Visitor management System

3. The entry of the details should be possible from a Business Card Scanner also which will be connected to the system developed at the OS level.
4. The revisiting customer need not enter the whole details and should be made available with his finger print search / mobile number search etc.
5. The customisable gate pass will be printed with the details of the material taken inside by the Visitor inside be entered with a barcode printed on the pass.
6. Following Notifications should be made available via SMS and Email
  - SMS & email notifications to the person being visited and the security in charge at the end of the day.
  - Notify Employee on Visitor arrival & check outs
  - Notify Visitor on check outs
  - Notify Employee & Visitor on overstays.
7. The following customisations should be available in the software
  - Customizable with a provision to add or remove fields, change captions, change fields sequence
  - Grouping, making fields' mandatory/non-mandatory - Visitor registration & check-in screens for each sub-registers.
  - Change the labels and captions of any field in the entire application.
  - Tool tips in any language for fields to assist Security staffs
  - 100 % customizable passes in terms of size, style, images/logo and information shown.
8. The following features should be available in Registration & Check-in
  - Provide easy selection of returning visitor thru fingerprint or name or mobile no. searches.
  - Be able to Group Visitors as General, Vendor, Consultant, VIP, CLs etc.
  - Should be able to generate Period Based Pass for Trainees, Consultants, CLs, etc.(with a validity period)
  - Capture Visitor items information carried (e.g. LAPTOPS. Etc.)
  - Quick checkouts by scanning barcode on the pass or single mouse click
9. It should address the following Security concerns
  - Verify the mobile phone no. provided by Visitor by sending an SMS.
  - Approval based Visitor check-ins from the Employees.
  - Scan & store PAN card, Driving License of Visitors for added security (Option should be available).
  - Visitors overstaying alerts to security staffs via SMS and Email.
  - Blacklist Visitors and prevent re-entry into the premise.
  - Auto email the headcount reports on Visitors to Security Incharge
  - Send SMS or Email to all Visitors inside the premise to notify during emergency
  - Admin Should be able to configure scheduled database backups.
  - Data import option for bulk inserts in Master modules should be available for initial uploads.
  - Audit data capture of all Users for login and logout in the applications.
10. The following additional aspects should also be available.
  - Fully web based solution. Install centrally & access globally with IE browser.
  - Application, error and events should get logged to easily trace software non-conformances.
  - Fully control which user can access which module by creating & mapping Roles

- Active Directory integration should be available to reduce User maintenance activities.
  - Multi Location & Multi Gates supported.
  - Built-in Help and Support pages on hardware configuration, known issues and FAQ's
11. With respect to the reporting the following features should be available with the system
- Generate Reports for date ranges, Company-wise, Name wise or any other parameters
  - Generate various MIS Reports & Chart which shows the trends of visitors report wise and graphically.
  - Option to Preview & export reports to many formats including Pdf & Excel.
  - Option to Write and save own queries to generate our own reports.
  - Option to schedule these reports periodically to be sent to a mail or a group of email ids.

#### VEHICLES MANAGEMENT.

12. The Vehicles / Taxis inside the factory used for official purpose needs to be tracked with the following features being available.
- Track the movement of vehicles with check-out and check-in time, along with Driver's name and purpose.
  - Capture distance travelled and fuel used.
  - Using expected check in time, highlight vehicles that have not returned.
  - Add up to 10 user-defined additional fields of Text, List of Values, Date or Date Time types.
  - Search data of by date range and/or any field. The search data should be exportable in the excel / pdf format etc.

#### KEYS MANAGEMENT.

13. The key management should also be done via the application and the following facilities be available in the software.
- Should be able to track the movement of keys with check-out and check-in time.
  - Maintain a Key master with information like Department and authorized employees.
  - Fully customizable screen – add or remove fields, change captions, change fields sequence & grouping, make fields mandatory/non-mandatory.
  - Should be able to Issue Keys as per masters configured vide a screen entry.
  - Capture key issue information like Department, Key Id, Person taking, Person issuing, etc.
  - Maintain list of Keys issued until Return by Employee.
  - Search any data by date range and/or any field and be able to export search data to MS-Excel, MS-Word, Text or Html file, with a mouse click.

#### MATERIAL MANAGEMENT.

14. The materials being brought in and taken out for some activity / process on a returnable or non-returnable basis should be managed with the application and the following features should be taken care in the system.
- Easy tracking with Request No or Gate pass Number.
  - Master Data to be available for the persons authorised to approve the gate pass.



TECHNICAL SPECIFICATIONS  
FOR  
Visitor management System

- Capture the Request Details, Authorizer Details and Material Details based on approval.
- Material Details are captured with Name, Remarks and Quantity of the material.
- Authorizers are manual or auto based in configuration. Approver configuration based on multiple customisable fields.
- Capture dispatch details like DC No. DC Date along with GP No. and GP Date, name of the Person Taking, purpose, expected date of return, name of the company etc.
- The Gate Pass generated will be with a bar code and the same will be scanned at the gate by the security and the verification to be signed by the security.
- Partially Return should also be possible and be recorded in the system.
- Material can be sent on the returnable or non-returnable basis which needs to be recorded.
- Partial return should be able to be configured.
- Forced Close of pending return should also be possible.
- Return Acceptance in the system once the material is received by the final security.
- Search page / Report Page should be available to provide list all material passes with all possible fields.

**Employees Management**

15. The system should have an application for managing the Employees (CLs) Attendance as well. A Unique ID Card will be issued to the CLs whose finger print will be registered in the system. The following features should be available in the system.

- The regular daily incoming and outgoing transactions will be via a fingerprint identifications and recorded in the database.
- The other option of creating Time bound Validity based gate pass issued to the CLs with the Photo etc. which will be regulated with a barcode printed on the pass.
- A customisable report with the monthly attendance details of the CLs has to be given with range of dates and other inputs available.
- The reports should be customisable into different formats and will be used for monthly wages calculations.

**Contract Management**

16. The system should have an application for managing the contractors as well. A Unique ID Card will be issued to the Contractors with their Photos etc. which will be registered in the system. The following features should be available in the system.

- The regular daily incoming and outgoing transactions will be via a fingerprint identifications and recorded in the database.
- The other option of creating Time bound Validity based gate pass issued to the CLs with the Photo etc. which will be regulated with a barcode printed on the pass.
- The date of the expiry of the contract, nature of contract and the details of the contractor etc. will be maintained in the system.
- The entry exit regulation of these CLs can also be on the basis of the barcodes on the gate pass in the same way as the visitor check in and check outs are handled.
- A customisable report with the monthly attendance details of the CLs has to be given with range of dates and other inputs available.
- The reports should be customisable into different formats and will be used for monthly wages calculations.

*Handwritten signature*

ISSUED BY: BHEL- EPD / IT	REV. NO. 00	DATE: 13.10.14	SHEET 5 OF 6
------------------------------	-------------	----------------	--------------



TECHNICAL SPECIFICATIONS  
FOR  
Visitor management System

SECTION - II

TERMS AND CONDITIONS

1. The price quoted by the party should include the one time Installation and 1 year warranty support for the product:~
2. Training for BHEL's IT staff for installation and maintenance to be done at no extra cost.
3. Technical support to be made available as and when required and to be taken care of the latest issues with the latest versions. No extra cost shall be payable by BHEL for the updates and upgrades within the warranty period.
4. Any problem pertaining to the products under contract would be solved either through telephonic support, email support or direct onsite support.
5. Telephonic support / email support is to be provided on all the working days and hours.
6. Product administration and maintenance documents would be provided for all the products supplied.
7. Delivery: Delivery shall be within 2 (two) weeks from the date of LOI.
8. Confidentiality Clause: Vendor/Lessor and its representatives shall at all times undertake to maintain complete confidentiality and integrity of all data , information , software ,drawings and documents etc. belonging to purchases /Lessee and also of the systems , procedures , reports , input documents ,manuals ,results and any other company documents discussed and or finalized during the course of execution of the order contract.
9. Non-Disclosure Agreement: Supplier / Service Provider Shall sign a Non-Disclosure Agreement as per BHEL Format in compliance to information Security management System.
10. A warranty of 1 year should be provided with an option of AMC after the expiry of the warranty period.



**Bharat Heavy Electricals Limited**  
**Ceramic Business Unit - Electroporcelains Division**  
Prof.CNR Rao Circle, Indian Institute of Science Post, Malleswaram  
BANGALORE – 560 012 INDIA  
Website: www.bhelceramics.com

91(080) 23346352  
Office: 91(080) 22182397  
Fax: 91(080) 23340535

**ENQUIRY FOR VISITOR MANAGEMENT SYSTEM AS PER SPECIFICATION SECTION -I & SECTION-II**

**GENERAL TERMS & CONDITIONS**

**ANNEXURE-I**

**TENDERS SHOULD BE SUBMITTED IN TWO PARTS**

**PART-A TECHNO-COMMERCIAL BID**

**PART-B PRICE BID**

PLEASE FILL ATTACHED ANNEXURE-2(PAGE4)&SUBMIT ALONG WITH YOUR TECHNO-COMMERCIAL BID

THE OFFER SHOULD BE SUBMITTED IN SEPARATE SEALED COVERS SUPERSCRIBING THE RFQ NUMBER AND DUE DATE AND ADDRESSED TO:

**SrDGM-(MATERIALS & MANAGEMENT)**  
BHARAT HEAVY ELECTRICALS LTD (BHEL)  
ELECTROPORCELAINS DIVISION (EPD)  
PROF. C.N.R.RAO CIRCLE, PB NO. 1245,  
SCIENCE INSTITUTE POST, BANGALORE 560012

THE OFFER SHOULD REACH WITHIN 14.00 Hrs ON THE DUE DATE, THE OFFERS WILL BE OPENED AT 14.30 HRS ON THE SAME DATE IN THE PRESENCE OF THOSE VENDORS OR THEIR AUTHORISED REPRESENTATIVES WHO WISH TO BE PRESENT. THE DUE DATE MAY BE ALTERED IN CASE OF INSUFFICIENT RESPONSE FROM VENDORS OR URGENCY OR ANYOTHER REASONS DEEMED VALID. RE-FLOATING ALSO MAY BE RESORTED TO WITH **OR** WITHOUT OPENING THE RECEIVED RESPONSES UNDER THE AFORESAID CIRCUMSTANCES.

THE OFFER SHALL BE IN TWO PARTS – PART-A TECHNO-COMMERCIAL BID AND PART-B PRICE BID. EACH PART SHALL BE PUT IN A SEPARATE SEALED COVER AND THE COVER SHOULD HAVE THE CORRESPONDING PART NAME, SUBJECT OF TENDER AND DUE DATE WRITTEN ON IT. IF BOTH PARTS ARE FOUND IN OPENED CONDITION IN A SINGLE SEALED COVER, THE SAME OFFER WILL BE SUMMARILY REJECTED. ONLY THE TECHNO-COMMERCIAL PART WILL BE OPENED ON THE DUE DATE. THE TENDERS MEETING OUR TECHNO-COPMMERCIAL REQUIREMENTS WILL BE CONSIDERED FOR PRICE BID OPENING AT A LATER DATE FOR WHICH ELIGIBLE VENDORS WILL BE INTIMATED IN DUE COURSE. VENDORS WILL BE GIVEN DUE OPOORTUNITY TO COMPLY WITH BHEL REQUIREMENTS IN A TIME FRAME IN CASE THERE IS ANY NON-COMPLIANCE IN THE ORIGINAL QUOTE.

**I. TECHNO-COMMERCIAL CONDITIONS SHALL INTERALIA CONTAIN THE FOLLOWING:-**

COMPLETE TECHNICAL OFFER INCLUDING DETAILED SPECIFICATIONS/DRAWINGS/CATALOGUES/TEST REPORTS/GUARANTEE/WARRANTY ETC., AS APPLICABLE/REQUIRED TOGETHER WITH EXPERIENCE LIST TO BE FURNISHED.

**II. COMMERCIAL ASPECTS COVERING:**

- SCOPE OF SUPPLY
- STATUTORY LEVIES
- TERMS OF PAYMENT
- MODE OF PAYMENT
- DELIVERY TERMS
- TRANSIT INSURANCE
- VALIDITY OF THE BID

Page 1 of 4

Regd.Office: BHEL House, Siri Fort, New Delhi – 110 049



**Bharat Heavy Electricals Limited**  
**Ceramic Business Unit - Electroporcelains Division**  
Prof.CNR Rao Circle, Indian Institute of Science Post, Malleswaram  
BANGALORE – 560 012 INDIA  
Website: www.bhelceramics.com

Office: 91(080) 23346352  
91(080) 22182397  
Fax: 91(080) 23340535

III **DELIVERY:** EARLIEST POSSIBLE DELIVERY TO BE CLEARLY SPECIFIED IN THE OFFER. THE VENDOR MAY ALSO QUOTE THE EARLIEST DELIVERY PERIOD FOR MATERIAL DELIVERY.

IV **DELIVERY TERM**

F.O.R. BHEL – EPD STORES. UNLOADING CHARGES TO BHEL / EPD / BANGALORE ACCOUNT..

V **VALIDITY OF THE OFFER:**

60 DAYS FROM DATE OF OPENING OF TECHNO-COMMERCIAL BID, EXTENDABLE TO A MUTUALLY AGREED PERIOD.

VI. **PRICE IMPACT:**

IN CASE, OUT COME OF TECHNO-COMMERCIAL DISCUSSION HAS ANY PRICE IMPLICATION, ONLY CORRESPONDING **PRICE IMPACT** IS TO BE SUBMITTED BY THE VENDOR IN A SEALED COVER WITHIN THE SPECIFIED DATE.

VII **PRICE EVALUATION:**

PRICES SHALL BE CONSIDERED ON LANDED COST BASIS (COST TO BHEL). LANDED COST SHALL BE WORKED OUT ON PRICE QUOTED INCLUDING FREIGHT, EXCISE DUTY AND SALES TAX AFTER TAKING OUT CENVAT AND VAT BENEFIT, AS APPLICABLE. THE COMPARATIVE STATEMENT SHALL BE WORKED OUT ON OVERALL LANDED COST BASIS FOR THE WHOLE PACKAGE (L 1). OVERALL L1 CLAUSE IS APPLICABLE FOR THIS SUBJECT TENDER..

- THE COMPARATIVE STATEMENT OF THE PRICES PREPARED ON THE REFERENCE DATE SHALL REMAIN FIRM THROUGHOUT THE EXECUTION PERIOD. ANY CHANGE IN DUTY & TAX STRUCTURE DURING EXECUTION OF THE CONTRACT WILL NOT BE CONSIDERED FOR RE-RANKING OF VENDORS.
- THE LOWEST PRICE RECEIVED AGAINST BHEL TENDER NEED NOT BE COMMERCIALY LOWEST PRICE (L1).
- BHEL RESERVES THE RIGHT/OPTION TO REFLOAT THE TENDER IF L1 PRICE IS NOT THE LOWEST ACCEPTABLE PRICE TO BHELL.

VIII. **PAYMENT TERMS:**

ALL PAYMENTS WILL BE MADE BY ELECTRONICS TRANSFER OF FUNDS (NEFT) SYSTEM. THE VENDOR SHOULD FURNISH THE NEFT MANDATE.

- 30 DAYS CREDIT FOR THE ACCEPTED QUANTITY OF GOODS RECEIPT, THROUGH NEFT ONLY.

IX **LOADING FACTOR:**

IF THE OFFER IS NOT IN LINE WITH THE TERMS & CONDITIONS SPECIFIED BY BHEL THE FOLLOWING LOADING CRITERIA WILL BE ADOPTED FOR EVALUATION.

**A.PAYMENT TERMS:**

INTEREST @20.75% P.A. SHALL BE COMPUTED FOR THE DIFFERENTIAL PERIOD BETWEEN BHEL TERMS OF PAYMENT AND THAT OFFERED. NO UNSECURED ADVANCE/AGAINST PROFORMA INVOICE WILL BE PERMITTED.



**Bharat Heavy Electricals Limited**  
**Ceramic Business Unit - Electroporcelains Division**

Prof.CNR Rao Circle, Indian Institute of Science Post, Malleswaram  
BANGALORE – 560 012 INDIA

Website: www.bhelceramics.com

91(080) 23346352  
Office: 91(080) 22182397  
Fax: 91(080) 23340535

**B. TRANSPORTATION CHARGE & TRANSIT INSURANCE:**

AS PER BHEL RATE CONTRACT PREVAILING ON THE DATE OF OPENING OF TENDER.

**C. OTHERS:**

ANY OTHER COST COMPONENT WHICH THE VENDOR HAS NOT QUOTED. EITHER A SEALED QUOTE FROM THE VENDOR WILL BE OBTAINED OR THE HIGHEST OFFER FOR THAT COMPONENT WILL BE LOADED.

D. BHEL HAS THE OPTION TO DEFER THE SUPPLIES OF ANY PURCHASE ORDER WITH A NOTICE PERIOD OF 20 CALENDER DAYS.

E. IN CASE OF UNSATISFACTORY PERFORMANCE OF QUALITY/DELIVERY BHEL WILL HAVE THE RIGHT TO DISCONTINUE THE CONTRACT IN PART OR FULL.

**X. DEVIATIONS:**

A SEPARATE SHEET INDICATING DEVIATIONS IN TECHNICAL SPECIFICATION, COMMERCIAL TERMS AND CONDITIONS TO BE ENCLOSED IN PART-A OF THE OFFER. IF THERE ARE NO DEVIATIONS SAME HAS TO BE CERTIFIED AND DULY SIGNED BY VENDOR.

**XI. LATE DELIVERY:**

IN CASE OF COMPOSITE CONTRACT, FOR ANY DELAY IN SUPPLY AND SUCCESSFUL COMMISSIONING OF THE EQUIPMENT AN AMOUNT OF 0.5% PER WEEK UPTO A MAXIMUM OF 10% OF THE CORRESPONDING COMPONENT OF ORDER VALUE WILL BE DEDUCTED.

**XII. CLARIFICATIONS SOUGHT BY BHEL DURING TECHNICAL & COMMERCIAL EVALUATION**

IN CASE BHEL ASKS FOR ANY CLARIFICATION THE VENDOR HAS TO SUBMIT THE SAME WITHIN THE SPECIFIED DATE OTHERWISE THE OFFER WILL BE EVALUATED CONSIDERING THE CLARIFICATIONS, IF ANY RECEIVED, AS ON THE SPECIFIED DATE. NO GRACE PERIOD OR LATE SUBMISSION IS ALLOWED.

**XIII. RISK PURCHASE CLAUSE**

BHEL, AT IT SOPTION, WILL BE ENTITLED TO PURCHASE ELSEWHERE AT THE COST AND RISK OF THE VENDOR, EITHER THE WHOLE OR PART OF THE GOODS WHICH THE VENDOR HAS FAILED TO DELIVER WITHIN THE STIPULTED TIME. THE VENDOR SHALL BE LIABLE FOR ANY LOSS THAT BHEL MAY SUSTAIN BY REASON OF SUCH RISK PURCHASES. BHEL RESERVES THE RIGHT TO CANCEL THE CONTRACT IN FULL OR PART, IF PERFORMANCE WITH RESPECT TO QUALITY AND DELIVERY IS UNSATISFACTORY AND BHEL SHALL HAVE THE RIGHT TO ENTER INTO CONTRACT WITH OTHER VENDORS AGAINST SUCH CANCELLATION OF CONTRACT AGAINST RISK PURCHASE CLAUSE.

**XIV. INSPECTION**

INSPECTION OF THE MATERIAL WILL BE CONDUCUTED BY BHEL EITHER ON ITS RECEIPT AT BHEL OR AT VENDORS PLACE. IN CASE OF PRE-DESPATCH INSPECTION ADEQUATE NOTICE HAS TO BE GIVEN BY THE VENDOR FOR DEPLOYMENT OF BHEL'S PERSONNEL. BHEL RESERVES THE RIGHT TO WAIVE INSPECTION & HAVE THE RIGHT TO REVIEW THE QUALITY PLAN OF THE MANUFACTURER AND ACCESS TO THE PROCESS DATA OF THE MANUFACTURER. ALL NECESSARY TEST & CALIBRATION CERTIFICATES SHOULD ACCOMPANY SUPPLY.

XV. THE VENDOR SHALL FILL ANNEXURE-2 ATTACHED & SUBMIT WITH THE OFFER (Pg 4 )

**NOTE ANY TECHNICAL DETAILS/COMMERCIAL T&C IF FOUND IN PART-B (PRICE BID) SHALL BE IGNORED & WILL NOT BE CONSIDERED FOR TENDER EVALUATION & PRIORITY AS THE SAME ARE SUPPOSED TO BE IN PART-A ONLY.**



GENERAL TERMS & CONDITIONS  
ANNEXURE- 2

**ESSENTIAL CRITERIA OF TECHNO COMMERCIAL OFFER (TO BE FILLED BY VENDOR)**

ADDRESS OF THE FIRM			
SL.NO	PARAMETER	BHEL SPEC/RERQUIREMENT	VENDOR'S OFFER
1	Name of Contact person	TO BE MENTIONED	
2	E-mail ID	TO BE MENTIONED	
3	Mobile number	TO BE MENTIONED	
4	Land Line number	TO BE MENTIONED	
5	Fax number	TO BE MENTIONED	
6	Delivery Term	F.O.R.BHEL EPD STORES	
7	Payment terms	30 days Credit after receipt of material at BHEL-EPD-stores for the accepted qty	
8	Late DeliverY	APPLICABLE @0.5% PER WEEK UPTO A MAXIMUM OF 10% FOR DELAYED SUPPLIES	
9	Risk Purchase clause	APPLICABLE AS PER CLAUSE XIII	
10	Lead time for Supply	60 DAYS FROM PO DATE	
11	Offer validity	60 DAYS FROM DATE OF TENDER OPENING	
12	Tax and Duty Structure	EXCISE DUTY %	
		EDUCATION CESS %	
		CENTRAL SALES TAX %	
		VAT %	
		ANY OTHER	

SIGNATURE OF THE TENDERER