



Bharat Heavy Electricals Limited, Piping Centre, Chennai-17
TECHNICAL SPECIFICATION FOR
BIO-METRIC SMART CARD BASED ATTENDANCE RECORDING SYSTEM (BARS)

Tender Ref.No. BHEL:PC:BIOMETRIC dt. 20/06/2014

BHEL Piping Centre intends to install and commission Bio-metric Smart Card based Attendance Recording System (BARS) for its Employees at 2 different locations - Piping Centre / Main office and EOC complex. The Contract shall be executed either on (i) Financial Lease rental and guarantee basis for a period of 5 years (OR) (ii) Outright Purchase basis with one year Warranty and subsequent four years comprehensive AMC for a total period of 5 years. Prices shall be given by the Vendor for both (i) & (ii) as indicated above in the appropriate price formats enclosed. The Lease period / Warranty & comprehensive AMC period shall include all services, spares, support and maintenance as per the requirement of this specification. The BARS needs to be online with the existing data communication network. Total operation of the Hardware & Software items for the said system is to be executed by the Vendor. The output of this system will be input for Human Resource & Finance Department. The infrastructure is proposed to be built in such a way that it is scalable and can take up emerging requirements in terms of Employee strength in future.

Vendor is required to give a total solution & services as per specifications enclosed. All Equipments and services is the responsibility of the Vendor. In case, any extra item is required for complete functioning of the system, the same must be included and shall be quoted as a package. Vendor is to give in detail the methodology for implementation of the proposed solution.

Terms Used:

- OEM - Original Equipment Manufacturer / Principal Equipment Manufacturer
- Bidder - Bidder participating in the tender as per the qualification criteria
- AMC - Annual Maintenance Contract
- ATP - Acceptance Test procedure
- BARS - Bio-metric Smart Card based Attendance Recording System

		<i>Bidder's Compliance Yes / No</i>	<i>Bidder's Remarks</i>
1	<u>TECHNO-COMMERCIAL TERMS AND CONDITIONS</u>		
1.1	The quoted rates shall be inclusive of the following and shall remain FIRM without any variation: All required Hardware and Software for the system shall be supplied, installed and commissioned by the Vendor. It includes the following but not limited to -		
1.1.1	Supply & Installation of Biometric Smart Card Readers, with Power supply, Connectivity to the readers including termination, data connectivity & configuration of Readers.		
1.1.2	Supply, Installation & configuration of Application Software at Desktop workstation. Desktop workstation will be provided by BHEL.		
1.1.3	Creation of Database tables & Configuration on Oracle Server provided by BHEL.		
1.1.4	Integration with other existing systems and SAP-HR system (whenever required)		



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1.1.5	Development & Customization of Application Software and reports as per BHEL requirements. The Bidder has to study the existing system and the same requirements are to be taken care in the new application Software. To provide any extra report required by BHEL to carry out its day-to-day operations, during the entire Contract period of 5 years, will be Vendor's responsibility. However, time frame to fulfil such requirements may be decided mutually by Vendor & BHEL.		
1.1.6	Configuration, implementation & maintenance of the complete system for the entire Contract period of 5 years		
1.1.7	Preparation of Biometric Smart Cards will be in Vendor's scope and prepared Cards to be supplied within 48 Hrs. Charges for Biometric Cards issued to Employees will be made at the end of each quarter (on the basis of actual quantity issued). Rate quoted per Smart Card shall be valid for throughout the entire Contract period of 5 years		
1.1.8	Any minor / major issue with respect to the system has to be resolved immediately from the time of call by BHEL. Service Engineer should be available at the site within 4 hours from the time of call by BHEL. The problem posted should be solved within 6 hours from the time of call. All required spare reader /parts shall be available at Vendor's place for immediate replacement to maintain the uptime. Preventive maintenance has to be carried out by the service Engineer every month and a report on the working condition of the readers and checks done should be submitted to BHEL every month.		
1.1.9	All relevant Software upgrades / Hardware upgrades / firmware 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. In case of migration of PC, it is the responsibility of the Vendor to migrate the Software.		
1.1.10	Any other items required to complete the system in full is under Vendor's scope.		
1.1.11	Freight, handling and packing charges, transit insurance, installation shall be under Vendor's scope.		



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1.1.12	On-site Comprehensive Maintenance		
1.1.13	All applicable Taxes & Duties		
1.2	<p><u>The quoted rates shall also include the following :</u></p> <p>Replacement of faulty component /Equipment Installation charges Site inspection charges Cost of manpower</p> <p>All applicable Taxes, Duties & Statutory levies shall be paid as applicable from time to time.</p>		
1.3	<p>The completion of installation and commissioning shall be as per the mutually agreed ATP (Acceptance Test Plan) and shall be certified by BHEL.</p> <p>The installation and commissioning shall be completed in all respects within One week from the date of completion of total supplies.</p> <p>The Contract period shall start from the date of commissioning, certified by BHEL.</p>		
1.4	<p>A demonstration should be provided by the shortlisted Vendors in our BHEL premises by taking the finger prints of 50 Employees. The speed of the reader should be proved as ≤ 1.5 second starting from capturing of the finger print image from the Smart Card and comparing it with live finger print image as Employee place his/her finger & to complete the verification process. The offer is liable to be rejected if the speed of the reader is not proven as per the technical specification. Price Bid will be opened only after the qualification of Vendors in demonstration process.</p>		
1.5	<p>The AMC Charges subsequent to the 5 year period shall also be quoted. The scope of AMC shall be comprehensive including spares & Services and shall be applicable for a period of 2 years or less and will be binding on the Bidder. This will not be taken in to consideration for price evaluation.</p>		



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1.6	<p><u>DELIVERY & PROJECT IMPLEMENTATION SCHEDULE</u></p> <p>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 Two weeks from the date of placement of order and successfully installed and commissioned within One week from the date of delivery of Hardware/Software. Delivery of all the Equipment shall be within Two weeks from date of LOI (Letter Of Intent). Penalty will be levied in case of delays @ ½% per week of delay, of total outright value of all items ordered, subject to a maximum of 10%.</p>		
1.7	Ordered items shall be inspected by BHEL at BHEL premises before installation. BHEL reserves the right to reject any item not complying with the specifications.		
1.8	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.		
1.9	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.		
1.10	In case of any relocation of BHEL office within Tamil Nadu, Vendor shall dismantle the system at the current location and integrate the system at the new location without any extra cost to BHEL. Transportation of Equipments shall be in BHEL scope.		
1.11	<p>Uptime of the Machines shall be guaranteed for the system on quarterly basis. Any down time beyond 4 hours will result in the reduction of quarterly bill amount as per the calculation below for the entire duration of downtime.</p> <p><u>DOWNTIME CALCULATION</u></p> <p>Deduction from payments will be made based on downtime of Equipment(s) monitored on hourly basis. The amount to be deducted will be calculated as per the deduction formula given below:</p>		



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	<p>Downtime Deduction = Rs.10 per Machine per hour</p> <p>For example, if 3 Machines are down for 1 hour beyond the allowable 4 hours time, the downtime deduction shall be 3 x 10 = 30 Rs per hour.</p> <p>Note: In case of Outright Purchase, Any downtime during the Warranty period shall be deducted from the AMC amount of the 1st Quarter.</p> <p>If the downtime for any Equipment falls more than 72 hours continuously for One month during the 5-year period, the Equipment shall have to be replaced by the Vendor, without any extra charge.</p>		
1.12	At the end of last quarter of the Five year Contract, if any Equipment is found down, final quarter payment will be made only after system is made up.		
1.13	Bidder should arrange a system for registration, monitoring and redress of all complaints during the Contract period.		
1.14	The Bidder shall submit the proposed plan of execution and the methodology along with bar chart to execute the plan at the time of Bid submission.		
1.15	<p>The offers shall be evaluated separately for total lease Contract for Five years as well as the total outright purchase value, with One year Warranty and 4 years AMC as given in the price formats. Card printing and supply shall also form part of the Contract. After evaluation, BHEL shall place order either on lease or outright purchase basis. AMC charges quoted after the specified 5 year period will not be considered for evaluation.</p> <p>Rates are to be quoted inclusive of all taxes and duties, freight, handling and packing charges, transit insurance, installation, regular insurance and on-site comprehensive maintenance including spares. Rates shall remain FIRM without any variation till completion of the Contract. Bidders, in their own interest, are requested to check up and indicate the different tax tariff evaluation will be based on taxes indicated by the Bidder. Taxes not mentioned by the Bidder in their Bid will not be entertained at later date. However, during the execution of the Contract any increase or decrease in the above taxes / imposition of new taxes will be entertained against documentary proof.</p>		



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1.16	<p><u>MAINTENANCE</u></p> <p>At least Two qualified Engineers (preferably One Software and One Hardware) shall support for 24x7 shall be available on call basis at BHEL within Four hours from the time of call and to meet any exigency. The service Engineers should ensure 99% uptime and maintenance of the Biometric Smart Card readers, application Software, maintain the Attendance recording system and Management Information Reports generation as a whole.</p> <p>Maintenance service shall cover services, repairs and replacements necessary to keep the Equipments in good working condition during the Contract 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.</p>		
	<p>Periodic maintenance checks 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 end of the 5 year. The details of maintenance and other activities are given at sl. No. B.7.</p> <p>Vendor shall maintain sufficient Equipment inventory to rectify / replace the damaged / defective / non-functioning Equipments.</p>		
1.17	<p><u>TRAINING</u></p> <p>Training of BHEL personnel shall be a part of the Contract.</p> <p>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 end of Five year period.</p>		
1.18	<p><u>INSTALLATION AND COMMISSIONING</u></p> <p>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.</p>		



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1.19	<u>ADDITIONAL INFORMATION FOR TOTAL SOLUTIONS AND SUB SYSTEM</u>		
1.19.1	Vendor must provide the scheme for total solutions for the system operations and networking.		
1.19.2	Vendor may visit BHEL to familiarize themselves with the layout and requirements before quoting for the system		
1.19.3	Vendor shall provide un-priced BOM (Bill of Material) sheet along with technical compliance.		
1.19.4	Vendor must provide the technical compliance in the specified format only, as given in the enclosed specification sheet.		
1.20	<u>DOCUMENTATION</u> The following set of documents shall be supplied in triplicate along with the systems. The documents should be in CD and printed forms.		
1.20.1	Full product specification and supplier address.		
1.20.2	Technical specification of all sub systems and supplier address		
1.20.3	Circuit diagrams required for maintenance		
1.20.4	Operation, Maintenance and Service manuals		
1.20.5	Proof for ISO standards used		
1.20.6	Networking configuration & full details		



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1.20.7	Software Installation and maintenance manuals		
1.20.8	Software up gradation procedures		
1.20.9	Instruction pamphlet for all the Employees containing the usage of the biometric Smart Card reader and Do's and Don'ts		
1.21	<p>BHEL reserves the right to terminate the order / Contract, upon situations arising due to non-compliance of Contract Terms & Conditions or performance of the Equipment/system below 99% continuously for more than one month, at the risk and cost of the Bidder. The termination shall also be applicable if proper service, spares and maintenance as per the requirement of this specification is not provided during the Contract period.</p> <p>On termination of the Contract, no charges shall be payable to the Bidder for the remaining period calculated from the date of such non-compliance. The given Bank Guarantee shall be forfeited in such cases.</p>		
1.22	Fore-closure: In case of fore-closure of the Contract by BHEL for reasons not attributable to the Bidder, payment shall be made on pro rata basis for that quarter up to the date of closure.		
1.23	<p><u>ACCEPTANCE OF ORDER</u></p> <p>Bidder shall submit Letter of Acceptance for the Letter of Intent (LOI) / Order / Contract within one week.</p>		
1.24	<p><u>PATENTS & TRADEMARKS</u></p> <p>Bidder shall at all times indemnify BHEL against all claims which may be made in respect of the Systems / Goods / Software supplied, for infringement of any right protected by patent, registration of designs or trademarks and legality of usage of Software. In the event of any such claims being made against BHEL, BHEL will inform the Bidder who shall at his own cost either settle any such dispute or conduct any litigation that may arise there from.</p>		



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1.25	<p><u>PAYMENT TERMS</u></p> <p>In case of Outright Purchase - Payment Terms for the supply portion shall be fixed as 100% payment after 45 days against 10% BG for the total PO value, including AMC for Five years.</p> <p>The BG shall be valid for a period of Five years from the date of installation, as certified by BHEL.</p> <p>An installation Certificate will be issued by BHEL after completing the Acceptance Test Procedure (ATP) terms.</p> <p>This shall be certified by the User Department for further bill processing.</p> <p>Payment Terms for AMC shall be paid at the end of every Quarter, after the completion of the one year Warranty period. This shall be certified by the User Department for further bill processing. In case AMC is not provided by the Vendor as per the requirement of this specification, the BG shall be forfeited.</p> <p>In case of Lease - Lease period will start after issuance of installation Certificate by BHEL PC. The payment of lease Contract charges will be made on quarterly basis after completion of each quarter and submission of invoice(s) in triplicate. Payment will be released after submission of verified invoices and on certification by BHEL. Uniform rental rate will be paid in all quarters. 10% BG of the total Contract value, valid for the entire Contract period shall be submitted by the Vendor at the beginning of the Contract.</p>		
1.26	<p><u>VALIDITY OF THE TENDER</u></p> <p>Validity of the offer should be 180 days from the date of tender opening.</p>		
1.27	<p><u>REVERSE AUCTION (RA)</u></p> <p>BHEL reserves the right to go for Reverse Auction (RA) instead of opening the sealed envelope price Bid, submitted by the Bidder. This will be decided after techno-commercial evaluation. All Bidders to give their acceptance for participation in RA.</p> <p>Non-acceptance to participate in RA may result in non-consideration of their Bids, in case BHEL decides to go for RA.</p>		



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	<p>In case BHEL decides to go for Reverse Auction, only those Bidders who have given their acceptance to participate in RA will be allowed to participate in the Reverse Auction. Those Bidders who have given their acceptance to participate in Reverse Auction will have to necessarily submit "online sealed Bid" in the Reverse Auction. Non-submission of "online sealed Bid" by the Bidder will be considered as tampering of the tender process and will invite action by BHEL as per extant guidelines in vogue.</p> <ol style="list-style-type: none">1. For the proposed reverse auction, technically and commercially acceptable Bidders only shall be eligible to participate.2. BHEL will engage the services of a service provider who will provide all necessary training and assistance before commencement of on line Bidding on internet.3. BHEL will inform the Bidder in writing in case of reverse auction, the details of Service Provider to enable them to contact & get trained.4. Business rules like event date, time, Start price, Bid decrement, extensions etc. also will be communicated through service provider for compliance.5. Bidders have to fax the Compliance form in the prescribed format (provided by Service provider) before start of Reverse auction. Without this, the Bidder will not be eligible to participate in the event.6. BHEL will provide the calculation sheet (e.g., EXCEL sheet) which will help to arrive at "Total Cost to BHEL" like Packing & forwarding charges, Taxes and Duties, Freight charges, Insurance, Service Tax for Services and loading factors (for non-compliance to BHEL standard Commercial terms & conditions) for each of the Bidder to enable them to fill-in the price and keep it ready for keying in during the Auction.7. Reverse auction will be conducted on scheduled date & time.8. The "H1" Bidder in the "Online-sealed Bid" round shall not be allowed to participate in the RA. If more than one Vendor is "H1" Bidder, all the "H1" Bidders shall not be allowed to participate in further RA.		



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	<p>9. In case the lowest "Online-sealed Bid" is the starting price for the RA, the same shall be shown as L1 and no acceptance for that price is required.</p> <p>10. At the end of Reverse Auction event, the lowest Bidder value will be known on the network.</p> <p>11. The lowest Bidder has to Fax the duly signed Filled-in prescribed format as provided on case-to-case basis to BHEL through Service provider within 24 hours of Auction without fail.</p> <p>12. Any variation between the on-line Bid value and the signed document will be considered as sabotaging the tender process and will invite disqualification of Bidder to conduct business with BHEL as per prevailing procedure.</p> <p>13. In case BHEL decides not to go for Reverse Auction procedure for this tender enquiry, the Price Bids and price impacts, if any, already submitted and available with BHEL shall be opened as per BHEL's standard practice.</p> <p>14. BHEL reserves the right to negotiate if need be, with the "L1" Bidder of the Reverse Auction.</p>		
1.28	<p><u>LIQUIDATED DAMAGES (LD) CLAUSE</u></p> <p>It is clearly understood among the parties to the Contract that "Time is the essence of the Contract". Therefore, the delivery/commissioning of the goods specified in the purchase order should be made within the time prescribed. Where the seller supplies or despatches the goods, beyond the delivery period specified the purchaser will have no obligation to accept the goods. If accepted liquidated damages at the rate of 1/2% of the value of goods delayed for each week of delay subject to a maximum of 10% of the order value will be levied.</p> <p>Liquidated damages @ ½% per week subject to a maximum of 10% of the total order value shall be applicable for delay in the Period for completion of the Installation & Commissioning work.</p>		
1.29	<p><u>RISK PURCHASE</u></p> <p>BHEL reserves the right to exercise 'Risk Purchase' option for procurement of the undelivered items, or their equivalent, from any other source at the cost of the Bidder in case there is delay of more than 6 weeks beyond the delivery due date, in completing the execution of the order.</p>		



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	<p>Similarly, the 'Risk Purchase' option shall be exercised by BHEL for spares and services in case of excessive downtime or poor maintenance support. Such expenses will be deducted from any payment due to the Bidder from BHEL.</p> <p>Bidder is responsible for the integration/maintenance of the Equipment purchased under 'Risk Purchase' clause.</p> <p>The Risk Purchase Clause is as follows – Alternatively the purchaser at this option will be entitled to terminate the Contract and to purchase elsewhere at the risk and cost of the seller either the whole of the goods or any part which the supplier has failed to deliver within the time stipulated as aforesaid or if the same were not available, the best and the nearest available substitute therefore. The supplier shall be liable for any loss which the purchaser may sustain by reason of such risk purchases in addition to penalty at the rate mentioned in LD clause above.</p>		
1.30	<p><u>PERFORMANCE BANK GUARANTEE (PBG)</u></p> <p>The Bidder, in the event of an order, should furnish a bank Guarantee from an Indian Bank approved by BHEL, at no extra cost in a proforma prescribed by BHEL, along with the order, for an amount equivalent to 10% (Ten percent) of the value of the full Contract, including AMC. The PBG shall be valid for five years from the date of receipt / acceptance / commissioning of the Equipment at BHEL, Piping Centre.</p>		
1.31	<p><u>FORCE MAJEURE CLAUSE</u></p> <p>Vendor shall not be responsible for delay in delivery & maintenance services resulting from acts/events beyond his control provided notice of the happening of any such act/event is given by the user to the Vendor within 15 days from the date of its occurrence. Such acts/ events shall include but not be limited to Acts of God, war, floods, earthquakes, strikes, lockouts, epidemics, riots, fire or Governmental regulations imposed after the date of order/Contract.</p>		
1.32	<p>During the period of the Contract, all defective parts/ modules shall be replaced/rectified free of cost without any cost implication on BHEL.</p> <p>Any part / module that become faulty shall not be blamed to be the fault of BHEL. The faulty parts / modules shall be repaired within the scope of the Contract.</p>		



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1.33	<p><u>INDEMNITY</u></p> <p>Bidder shall fully indemnify and keep indemnified BHEL against all claims which may be made in respect of the use of System / Software / Item(s) / services supplied / rendered by the Bidder, for infringement of any rights protected by patent, registration of designs or trademarks and legality of the Software.</p> <p>All such claims in this regard will be settled as per Indian Laws. In the event of any such claims being made against the BHEL, BHEL will inform in writing to the Bidder who shall at his own risk and cost either settle any such dispute or conduct any litigation that may arise there from.</p>		
1.34	<p><u>CONFIDENTIALITY</u></p> <p>Bidder shall, at all times, undertake to maintain complete confidentiality of all data, information, Software, drawings & documents, etc. belonging to the BHEL 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</p>		
1.35	<p><u>ARBITRATION</u></p> <p>All disputes or differences whatsoever which may arise at any time during execution of the Contract shall be mutually settled by BHEL and Contractor as per provision of the Contract. However, in the event such disputes cannot be settled mutually, such disputes shall be settled as per the Arbitration and reconciliation Act, 1996 of the Govt. of India and it's subsequent amendments.</p> <p>However, during the period such disputes are settled either by mutual discussions between the parties or by legal means, Contractor shall continue to do the work as per terms & conditions of Contract.</p>		
1.36	<p><u>WITHDRAWAL FROM THE CONTRACT</u></p> <p>In case the Bidder withdraws the offer submitted by him/her after it is accepted by BHEL and fails to supply the goods as per the terms and conditions of the Contract or at any time repudiate the Contract wholly or in part, BHEL shall be at liberty to cancel the purchase order and to recover from the Bidder the extra cost and the other loss incidental to the breach of Contract on the part of the Bidder.</p>		



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1.37	All the items as required to meet the tender documents and its annexure are in the supplier's scope. Any items which are excluded by the supplier shall be brought out clearly in their offer.		
1.38	<p><u>OFFERS NOT COMPLYING WITH THE SPECIFICATIONS SHALL BE LOADED SUITABLY AS FOLLOWS:-</u></p> <p><u>Payment Terms:</u></p> <p>BHEL operates various payment terms for the tenders floated and Bidders should accept the payment terms specified in the tender. Loading of any deviation in the payment terms w.r.t. NIT terms shall be referenced as follows;</p> <p>Base rate of SBI (as applicable on the date of Bid opening; Techno-commercial Bid opening in case of two part Bids) + 6%, shall be considered for loading for the period of relaxation sought by Bidders.</p> <p><u>Liquidated Damages (LD):</u></p> <p>Any loading on LD clause shall be to the extent to which it is not agreed to by the Bidder (at offered value).</p>		
1.39	<p><u>GENERAL CONDITIONS</u></p> <ol style="list-style-type: none">1. Point by point confirmation for the Technical Specification enclosed to be provided. If there are any deviations, the same should be clearly specified. Offers received without confirmation to our specification will be liable for rejection. If needed additional sheets shall be used.2. Relevant catalogues to be attached.3. Prices shall be quoted item wise only as per the model format enclosed. An unpriced copy shall be submitted along with technical Bid where in the applicable Taxes and Duties Shall be clearly specified.4. Prices shall be quoted item wise only as per the model format enclosed. An unpriced copy shall be submitted along with technical Bid where in the applicable Taxes and Duties Shall be clearly specified5. Make, Model, Product No. and details of each Item must be mentioned clearly		



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	<ol style="list-style-type: none">6. All the Items must be supplied in full and complete.7. Proper documentation, labelling and tagging shall be carried out for all the Equipments used in the entire landscape for easy management and maintenance.8. Incomplete offers will not be considered for further processing.9. Fixed price: Prices quoted by the Bidder shall be fixed and not subject to any escalation whatsoever during the period of Bid validity and execution of the Purchase Order. A Bid submitted with an adjustable price will be treated as non - responsive and rejected. Prices shall be written in words and figures. In the event of difference, the lowest price shall be valid and binding. Unit prices shall be considered correct in the event of any discrepancy with regard to total price.10. The Bidder shall arrange for securely protecting and packing the stores to avoid loss or damages during transit.11. Evaluation of offers shall be on the basis of delivered cost (Net cash outflow to BHEL).12. BHEL reserves its right to reject a tender due to unsatisfactory past performance in the execution of a Contract at any of BHEL projects / units.13. BHEL shall be at liberty to reject or accept any tender, part or in full, at their own discretion and any such action is not liable for any question or claim against BHEL.14. All Equipments / Services including Personnel for carrying out the installation and commissioning of the Equipment shall be arranged by the Bidder. If any Services availed from BHEL, it is only on chargeable basis unless otherwise specified.15. The Bidder shall provide necessary drawings, Test Certificates and Operating Maintenance Manuals etc., as called for in the Technical Specification, in the required number of copies at no extra cost.16. Any replacement during Contract period shall be supplied free of charge on FOR BHEL, Piping Centre basis.17. Maintenance during the Contract period shall not be sub-Contracted.		
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Bharat Heavy Electricals Limited, Piping Centre, Chennai-17
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		<i>Bidder's Compliance Yes / No</i>	<i>Bidder's Remarks</i>
	<p>18. During the Contract Period, all Defective Parts/Modules Shall Be placed/Rectified Free of Cost without Any Cost Implication on BHEL.</p> <p>19. During the Bid opening, Bidder or his authorised person shall not bring any recording devices/electronic gadgets/items.</p>		

SCOPE OF THE PROJECT

TECHNICAL SPECIFICATION OF BIO-METRIC SMART CARD ATTENDANCE RECORDING SYSTEM

- B.1. Bio- metric Smart Card Reader
- B.2. Attendance / Bio-metric Smart Card
- B.3. Networking / Communication
- B.4. Software specification
- B.5. Master details & basic validation requirements
- B.6. Acceptance and test procedure for project
- B.7. Maintenance and backup



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		<i>Bidder's Compliance</i> Yes / No	<i>Bidder's Remarks</i>
1	<u>TECHNO-COMMERCIAL TERMS AND CONDITIONS</u>		
1.1	The quoted rates shall be inclusive of the following and shall remain FIRM without any variation: All required Hardware and Software for the system shall be supplied, installed and commissioned by the Vendor. It includes the following but not limited to -		
1.1.1	Supply & Installation of Biometric Smart Card Readers, with Power supply, Connectivity to the readers including termination, data connectivity & configuration of Readers.		
1.1.2	Supply, Installation & configuration of Application Software at Desktop workstation. Desktop workstation will be provided by BHEL.		
1.1.3	Creation of Database tables & Configuration on Oracle Server provided by BHEL.		
1.1.4	Integration with other existing systems and SAP-HR system (whenever required)		
1.1.5	Development & Customization of Application Software and reports as per BHEL requirements. The Bidder has to study the existing system and the same requirements are to be taken care in the new application Software. To provide any extra report required by BHEL to carry out its day-to-day operations, during the entire Contract period of 5 years, will be Vendor's responsibility. However time frame to fulfil such requirements may be decided mutually by Vendor & BHEL.		
1.1.6	Configuration, implementation & maintenance of the complete system for the entire Contract period of Five years		
1.1.7	Preparation of Biometric Smart Cards will be in Vendor's scope and prepared Cards to be supplied within 48 Hrs. Charges for Biometric Cards issued to Employees will be made at the end of each quarter (on the basis of actual quantity issued). Rate quoted per Smart Card shall be valid for throughout the entire Contract period of 5 years.		



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1.1.8	<p>Any minor / major issue with respect to the system has to be resolved immediately from the time of call by BHEL. Service Engineer should be available at the site within 4 hours from the time of call by BHEL. The problem posted should be solved within 6 hours from the time of call. All required spare reader /parts shall be available at Vendor's place for immediate replacement to maintain the uptime.</p> <p>Preventive maintenance has to be carried out by the service Engineer every month and a report on the working condition of the readers and checks done should be submitted to BHEL every month.</p>		
1.1.9	All relevant Software upgrades / Hardware upgrades / firmware 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. In case of migration of PC, it is the responsibility of the Vendor to migrate the Software.		
1.1.10	Any other items required to complete the system in full is under Vendor's scope.		
1.1.11	Freight, handling and packing charges, transit insurance, installation shall be under Vendor's scope.		
1.1.12	On-Site Comprehensive Maintenance		
1.1.13	All applicable Taxes & Duties		
1.2	<p>The quoted rates shall also include the following :</p> <ul style="list-style-type: none"> a. Replacement of faulty component / Equipment b. Installation charges c. Site inspection charges d. Cost of manpower <p>All applicable taxes, Duties & Statutory levies shall be paid as applicable from time to time.</p>		
1.3	<p>The completion of installation and commissioning shall be as per the mutually agreed ATP (Acceptance Test Plan) and shall be certified by BHEL.</p> <p>The installation and commissioning shall be completed in all respects within One week from the date of completion of total supplies.</p> <p>The Contract period shall start from the date of commissioning, certified by BHEL.</p>		



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1.4	A demonstration should be provided by the shortlisted Vendors in our BHEL premises by taking the finger prints of 50 Employees. The speed of the reader should be proved as ≤ 1.5 second starting from capturing of the finger print image from the Smart Card and comparing it with live finger print image as Employee place his/her finger & to complete the verification process. The offer is liable to be rejected if the speed of the reader is not proven as per the technical specification. Price Bid will be opened only after the qualification of Vendors in demonstration process.		
1.5	The AMC Charges subsequent to the 5 year period shall also be quoted. The scope of AMC shall be comprehensive including spares & Services and shall be applicable for a period of Two years or less and will be binding on the Bidder. This will not be taken in to consideration for price evaluation.		
1.6	<u>DELIVERY & PROJECT IMPLEMENTATION SCHEDULE</u> 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 Two weeks from the date of placement of order and successfully installed and commissioned within One week from the date of delivery of Hardware / Software. Delivery of all the Equipment shall be within Two weeks from date of LOI (Letter Of Intent). Penalty will be levied in case of delays @ $\frac{1}{2}\%$ per week of delay, of total outright value of all items ordered, subject to a maximum of 10%.		
1.7	Ordered items shall be inspected by BHEL at BHEL premises before installation. BHEL reserves the right to reject any item not complying with the specifications.		
1.8	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.		
1.9	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.		



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1.10	In case of any relocation of BHEL office within Tamil Nadu, Vendor shall dismantle the system at the current location and integrate the system at the new location without any extra cost to BHEL. Transportation of Equipments shall be in BHEL scope.		
1.11	<p>Uptime of the Machines shall be guaranteed for the system on quarterly basis. Any down time beyond Four hours will result in the reduction of quarterly bill amount as per the calculation below for the entire duration of downtime:-</p> <p><u>DOWNTIME CALCULATION</u></p> <p>Deduction from payments will be made based on downtime of Equipment(s) monitored on hourly basis. The amount to be deducted will be calculated as per the deduction formula given below:</p> <p>Downtime deduction = Rs.10 per Machine per hour</p> <p>For example, if Three Machines are down for One hour beyond the allowable Four hours time, the downtime deduction shall be 3 x Rs.10 = Rs.30 per hour.</p> <p>Note:</p> <p>In case of Outright Purchase, Any downtime during the Warranty period shall be deducted from the AMC amount of the 1st Quarter.</p> <p>If the downtime for any Equipment falls more than 72 hours continuously for One month during the Five year period, the Equipment shall have to be replaced by the Vendor, without any extra charge.</p>		
1.12	At the end of last quarter of the Five year Contract, if any Equipment is found down, final quarter payment will be made only after system is made up.		
1.13	Bidder should arrange a system for registration, monitoring and redress of all complaints during the Contract period.		
1.14	The Bidder shall submit the proposed plan of execution and the methodology along with bar chart to execute the plan at the time of Bid submission.		



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		<i>Bidder's Compliance Yes / No</i>	<i>Bidder's Remarks</i>
1.15	<p>The offers shall be evaluated separately for total lease Contract for Five years as well as the total outright purchase value, with One year Warranty and Four years AMC as given in the price formats. Card printing and supply shall also form part of the Contract. After evaluation, BHEL shall place order either on lease or outright purchase basis. AMC charges quoted after the specified Five year period will not be considered for evaluation.</p> <p>Rates are to be quoted inclusive of all taxes and duties, freight, handling and packing charges, transit insurance, installation, regular insurance and on-site comprehensive maintenance including spares. Rates shall remain FIRM without any variation till completion of the Contract. Bidders, in their own interest, are requested to check up and indicate the different tax tariff evaluation will be based on taxes indicated by the Bidder. Taxes not mentioned by the Bidder in their Bid will not be entertained at later date. However, during the execution of the Contract any increase or decrease in the above taxes / imposition of new taxes will be entertained against documentary proof.</p>		
1.16	<p><u>MAINTENANCE</u></p> <p>At least Two qualified Engineers (preferably One Software and One Hardware) shall support for 24x7 shall be available on call basis at BHEL within Four hours from the time of call and to meet any exigency. The service Engineers should ensure 99% uptime and maintenance of the Biometric Smart Card readers, application Software, maintain the Attendance recording system and Management Information Reports generation as a whole.</p> <p>Maintenance service shall cover services, repairs and replacements necessary to keep the Equipments in good working condition during the Contract 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 to rectify / replace the damaged / defective / non-functioning Equipments. Periodic maintenance checks 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 end of the Five year. The details of maintenance and other activities are given at Sl.No.B.7.</p>		



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1.17	<p><u>TRAINING</u></p> <p>Training of BHEL personnel shall be a part of the Contract.</p> <p>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 end of 5 year period.</p>		
1.18	<p><u>INSTALLATION AND COMMISSIONING</u></p> <p>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.</p>		
1.19	<p><u>ADDITIONAL INFORMATION FOR TOTAL SOLUTIONS AND SUB SYSTEM</u></p>		
1.19.1	Vendor must provide the scheme for total solutions for the system operations and networking.		
1.19.2	Vendor may visit BHEL to familiarize themselves with the layout and requirements before quoting for the system		
1.19.3	Vendor shall provide un-priced BOM (Bill of Material) sheet along with technical compliance.		
1.19.4	Vendor must provide the technical compliance in the specified format only, as given in the enclosed specification sheet.		
1.2	<p><u>DOCUMENTATION</u></p> <p>The following set of documents shall be supplied in triplicate along with the systems. The documents should be in CD and printed forms.</p>		
1.20.1	Full product specification and supplier address.		
1.20.2	Technical specification of all sub systems and supplier address		
1.20.3	Circuit diagrams required for maintenance		



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1.20.4	Operation, Maintenance and Service manuals		
1.20.5	Proof for ISO standards used		
1.20.6	Networking configuration & full details		
1.20.7	Software Installation and maintenance manuals		
1.20.8	Software up gradation procedures		
1.20.9	Instruction pamphlet for all the Employees containing the usage of the biometric Smart Card reader and Do's and Don'ts		
1.21	BHEL reserves the right to terminate the order / Contract, upon situations arising due to non-compliance of Contract Terms & Conditions or performance of the Equipment/system below 99% continuously for more than one month, at the risk and cost of the Bidder. The termination shall also be applicable if proper service, spares and maintenance as per the requirement of this specification is not provided during the Contract period. On termination of the Contract, no charges shall be payable to the Bidder for the remaining period calculated from the date of such non-compliance. The given Bank Guarantee shall be forfeited in such cases.		
1.22	<u>FORE-CLOSURE</u> In case of fore-closure of the Contract by BHEL for reasons not attributable to the Bidder, payment shall be made on pro rata basis for that quarter up to the date of closure.		
1.23	<u>ACCEPTANCE OF ORDER</u> Bidder shall submit Letter of acceptance for the Letter of Intent (LOI) / Order / Contract within one week.		
1.24	<u>PATENTS & TRADEMARKS</u> Bidder shall at all times indemnify BHEL against all claims which may be made in respect of the Systems / Goods / Software supplied, for infringement of any right protected by patent, registration of designs or trademarks and legality of usage of Software. In the event of any such claims being made against BHEL, BHEL will inform the Bidder who shall at his own cost either settle any such dispute or conduct any litigation that may arise there from.		



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		<i>Bidder's Compliance Yes / No</i>	<i>Bidder's Remarks</i>
1.25	<p><u>PAYMENT TERMS</u></p> <p>In case of Outright Purchase - Payment Terms for the supply portion shall be fixed as 100% payment after 45 days against 10% BG for the total PO value, including AMC for Five years.</p> <p>The BG shall be valid for a period of Five years from the date of installation, as certified by BHEL.</p> <p>An installation Certificate will be issued by BHEL after completing the Acceptance Test Procedure (ATP) terms. This shall be certified by the User Department for further bill processing.</p> <p>Payment Terms for AMC shall be paid at the end of every Quarter, after the completion of the one year Warranty period. This shall be certified by the User Department for further bill processing. In case AMC is not provided by the Vendor as per the requirement of this specification, the BG shall be forfeited.</p> <p>In case of Lease - Lease period will start after issuance of installation Certificate by BHEL PC. The payment of lease Contract charges will be made on quarterly basis after completion of each quarter and submission of invoice(s) in triplicate. Payment will be released after submission of verified invoices and on certification by BHEL. Uniform rental rate will be paid in all quarters. 10% BG of the total Contract value, valid for the entire Contract period shall be submitted by the Vendor at the beginning of the Contract.</p>		
1.26	<p><u>VALIDITY OF THE TENDER</u></p> <p>Validity of the offer should be 180 days from the date of tender opening.</p>		
1.27	<p><u>REVERSE AUCTION (RA)</u></p> <p>BHEL reserves the right to go for Reverse Auction (RA) instead of opening the sealed envelope price Bid, submitted by the Bidder. This will be decided after techno-commercial evaluation. All Bidders to give their acceptance for participation in RA. Non-acceptance to participate in RA may result in non-consideration of their Bids, in case BHEL decides to go for RA.</p>		



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		<i>Bidder's Compliance Yes / No</i>	<i>Bidder's Remarks</i>
	<p>In case BHEL decides to go for Reverse Auction, only those Bidders who have given their acceptance to participate in RA will be allowed to participate in the Reverse Auction. Those Bidders who have given their acceptance to participate in Reverse Auction will have to necessarily submit "online sealed Bid" in the Reverse Auction. Non-submission of "online sealed Bid" by the Bidder will be considered as tampering of the tender process and will invite action by BHEL as per extant guidelines in vogue.</p> <ol style="list-style-type: none">1. For the proposed reverse auction, technically and commercially acceptable Bidders only shall be eligible to participate.2. BHEL will engage the services of a service provider who will provide all necessary training and assistance before commencement of on line Bidding on internet.3. BHEL will inform the Bidder in writing in case of reverse auction, the details of Service Provider to enable them to contact & get trained.4. Business rules like event date, time, Start price, Bid decrement, extensions etc. also will be communicated through service provider for compliance.5. Bidders have to fax the Compliance form in the prescribed format (provided by Service provider) before start of Reverse auction. Without this, the Bidder will not be eligible to participate in the event.6. BHEL will provide the calculation sheet (e.g., EXCEL sheet) which will help to arrive at "Total Cost to BHEL" like Packing & forwarding charges, Taxes and Duties, Freight charges, Insurance, Service Tax for Services and loading factors (for non-compliance to BHEL standard Commercial terms & conditions) for each of the Bidder to enable them to fill-in the price and keep it ready for keying in during the Auction.7. Reverse auction will be conducted on scheduled date & time.8. The "H1" Bidder in the "Online-sealed Bid" round shall not be allowed to participate in the RA. If more than one Vendor is "H1" Bidder, all the "H1" Bidders shall not be allowed to participate in further RA.		



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	<p>9. In case the lowest "Online-sealed Bid" is the starting price for the RA, the same shall be shown as L1 and no acceptance for that price is required.</p> <p>10. At the end of Reverse Auction event, the lowest Bidder value will be known on the network.</p> <p>11. The lowest Bidder has to Fax the duly signed Filled-in prescribed format as provided on case-to-case basis to BHEL through Service provider within 24 hours of Auction without fail.</p> <p>12. Any variation between the on-line Bid value and the signed document will be considered as sabotaging the tender process and will invite disqualification of Bidder to conduct business with BHEL as per prevailing procedure.</p> <p>13. In case BHEL decides not to go for Reverse Auction procedure for this tender enquiry, the Price Bids and price impacts, if any, already submitted and available with BHEL shall be opened as per BHEL's standard practice.</p> <p>14. BHEL reserves the right to negotiate if need be, with the "L1" Bidder of the Reverse Auction.</p>		
1.28	<p><u>LIQUIDATED DAMAGES (LD) CLAUSE</u></p> <p>It is clearly understood among the parties to the Contract that "Time is the essence of the Contract". Therefore, the delivery/commissioning of the goods specified in the purchase order should be made within the time prescribed.</p> <p>Where the seller supplies or despatches the goods, beyond the delivery period specified the purchaser will have no obligation to accept the goods.</p> <p>If accepted liquidated damages at the rate of 1/2% of the value of goods delayed for each week of delay subject to a maximum of 10% of the order value will be levied.</p> <p>Liquidated damages @ ½% per week subject to a maximum of 10% of the total order value shall be applicable for delay in the Period for completion of the Installation & Commissioning work.</p>		



		<i>Bidder's Compliance</i> Yes / No	<i>Bidder's Remarks</i>
1.29	<p><u>RISK PURCHASE</u></p> <p>BHEL reserves the right to exercise 'Risk Purchase' option for procurement of the undelivered items, or their equivalent, from any other source at the cost of the Bidder in case there is delay of more than 6 weeks beyond the delivery due date, in completing the execution of the order. Similarly, the 'Risk Purchase' option shall be exercised by BHEL for spares and services in case of excessive downtime or poor maintenance support. Such expenses will be deducted from any payment due to the Bidder from BHEL.</p> <p>Bidder is responsible for the integration/maintenance of the Equipment purchased under 'Risk Purchase' clause.</p> <p>The Risk Purchase Clause is as follows – Alternatively the purchaser at this option will be entitled to terminate the Contract and to purchase elsewhere at the risk and cost of the seller either the whole of the goods or any part which the supplier has failed to deliver within the time stipulated as aforesaid or if the same were not available, the best and the nearest available substitute therefore. The supplier shall be liable for any loss which the purchaser may sustain by reason of such risk purchases in addition to penalty at the rate mentioned in LD clause above.</p>		
1.3	<p><u>PERFORMANCE BANK GUARANTEE (PBG)</u></p> <p>The Bidder, in the event of an order, should furnish a bank Guarantee from an Indian Bank approved by BHEL, at no extra cost in a proforma prescribed by BHEL, along with the order, for an amount equivalent to 10% (Ten percent) of the value of the full Contract, including AMC. The PBG shall be valid for five years from the date of receipt / acceptance / commissioning of the Equipment at BHEL, Piping Centre.</p>		
1.31	<p><u>FORCE MAJEURE CLAUSE</u></p> <p>Vendor shall not be responsible for delay in delivery & maintenance services resulting from acts / events beyond his control provided notice of the happening of any such act / event is given by the user to the Vendor within 15 days from the date of its occurrence. Such acts / events shall include but not be limited to Acts of God, war, floods, earthquakes, strikes, lockouts, epidemics, riots, fire or Governmental regulations imposed after the date of order / Contract.</p>		



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1.32	<p>During the period of the Contract, all defective parts / modules shall be replaced / rectified free of cost without any cost implication on BHEL.</p> <p>Any part / module that become faulty shall not be blamed to be the fault of BHEL. The faulty parts/modules shall be repaired within the scope of the Contract.</p>		
1.33	<p><u>INDEMNITY</u></p> <p>Bidder shall fully indemnify and keep indemnified BHEL against all claims which may be made in respect of the use of System / Software / Item(s) / services supplied / rendered by the Bidder, for infringement of any rights protected by patent, registration of designs or trademarks and legality of the Software.</p> <p>All such claims in this regard will be settled as per Indian Laws.</p> <p>In the event of any such claims being made against the BHEL, BHEL will inform in writing to the Bidder who shall at his own risk and cost either settle any such dispute or conduct any litigation that may arise there from.</p>		
1.34	<p><u>CONFIDENTIALITY</u></p> <p>Bidder shall, at all times, undertake to maintain complete confidentiality of all data, information, Software, drawings & documents, etc. belonging to the BHEL 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</p>		
1.35	<p><u>ARBITRATION</u></p> <p>All disputes or differences whatsoever which may arise at any time during execution of the Contract shall be mutually settled by BHEL and Contractor as per provision of the Contract. However, in the event such disputes cannot be settled mutually, such disputes shall be settled as per the Arbitration and reconciliation Act, 1996 of the Govt. of India and its subsequent amendments.</p> <p>However, during the period such disputes are settled either by mutual discussions between the parties or by legal means, Contractor shall continue to do the work as per terms & conditions of Contract.</p>		



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1.36	<p><u>WITHDRAWAL FROM THE CONTRACT</u></p> <p>In case the Bidder withdraws the offer submitted by him/her after it is accepted by BHEL and fails to supply the goods as per the terms and conditions of the Contract or at any time repudiate the Contract wholly or in part, BHEL shall be at liberty to cancel the purchase order and to recover from the Bidder the extra cost and the other loss incidental to the breach of Contract on the part of the Bidder.</p>		
1.37	<p>All the items as required to meet the tender documents and its annexure are in the supplier's scope. Any items which are excluded by the supplier shall be brought out clearly in their offer.</p>		
1.38	<p><u>OFFERS NOT COMPLYING WITH THE SPECIFICATIONS SHALL BE LOADED SUITABLY AS FOLLOWS :-</u></p> <p><u>Payment Terms</u></p> <p>BHEL operates various payment terms for the tenders floated and Bidders should accept the payment terms specified in the tender. Loading of any deviation in the payment terms w.r.t. NIT terms shall be referenced as follows;</p> <p>Base rate of SBI (as applicable on the date of Bid opening; Techno-commercial Bid opening in case of two part Bids) + 6%, shall be considered for loading for the period of relaxation sought by Bidders.</p> <p><u>Liquidated Damages (LD)</u></p> <p>Any loading on LD clause shall be to the extent to which it is not agreed to by the Bidder (at offered value).</p>		
1.39	<p><u>GENERAL CONDITIONS</u></p> <p>1. Point by point confirmation for the Technical Specification enclosed to be provided. If there are any deviations, the same should be clearly specified. Offers received without confirmation to our specification will be liable for rejection. If needed additional sheets shall be used.</p> <p>2. Relevant catalogues to be attached.</p> <p>3. Prices shall be quoted item wise only as per the model format enclosed. An unpriced copy shall be submitted along with technical Bid where in the applicable Taxes and Duties Shall be clearly specified</p>		



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		<i>Bidder's Compliance Yes / No</i>	<i>Bidder's Remarks</i>
	<p>4. Equipment offered shall be "New". Re-built / Re-conditioned / Used Equipments will not be accepted. "Newness" Certificate from OEM shall be furnished for all items.</p> <p>5. Make, Model, Product No. and details of each Item must be mentioned clearly</p> <p>6. All the Items must be supplied in full and complete.</p> <p>7. Proper documentation, labeling and tagging shall be carried out for all the Equipments used in the entire landscape for easy management and maintenance.</p> <p>8. Incomplete offers will not be considered for further processing.</p> <p>9. Fixed price: Prices quoted by the Bidder shall be fixed and not subject to any escalation whatsoever during the period of Bid validity and execution of the Purchase Order. A Bid submitted with an adjustable price will be treated as non - responsive and rejected. Prices shall be written in words and figures. In the event of difference, the lowest price shall be valid and binding. Unit prices shall be considered correct in the event of any discrepancy with regard to total price.</p> <p>10. The Bidder shall arrange for securely protecting and packing the stores to avoid loss or damages during transit.</p> <p>11. Evaluation of offers shall be on the basis of delivered cost (Net cash outflow to BHEL).</p> <p>12. BHEL reserves its right to reject a tender due to unsatisfactory past performance in the execution of a Contract at any of BHEL projects / units.</p> <p>13. BHEL shall be at liberty to reject or accept any tender, part or in full, at their own discretion and any such action is not liable for any question or claim against BHEL.</p> <p>14. All Equipments / Services including Personnel for carrying out the installation and commissioning of the Equipment shall be arranged by the Bidder. If any Services availed from BHEL, it is only on chargeable basis unless otherwise specified.</p>		



TECHNICAL SPECIFICATION FOR

BIO-METRIC SMART CARD BASED ATTENDANCE RECORDING SYSTEM (BARS)

		<i>Bidder's Compliance Yes / No</i>	<i>Bidder's Remarks</i>
	<p>15. The Bidder shall provide necessary drawings, Test Certificates and Operating Maintenance Manuals etc., as called for in the Technical Specification, in the required number of copies at no extra cost.</p> <p>16. Any replacement during Contract period shall be supplied free of charge on FOR BHEL, Piping Centre basis.</p> <p>17. Maintenance during the Contract period shall not be sub-Contracted.</p> <p>18. During the Contract Period, all Defective Parts/Modules shall be placed / rectified Free of Cost without any Cost Implication on BHEL.</p> <p>19. During the Bid opening, Bidder or his authorised person shall not bring any recording devices / electronic gadgets / items.</p>		
B.1	<u>BIO-METRIC SMART CARD READER</u>		
B.1.1	The Bio-metric Smart Card reader shall have the Mifare® technology suitable to read Bio-metric Smart Card at a distance from 0.1 to 5 cm and read finger print with fault rejection ratio < 1% and fault acceptance ratio < 0.0001%		
B.1.2	<p>The Bio-metric Smart Card readers verification speed which includes reading of Smart Card, finger print and verification to give the output should be ≤ 1.5 second in 1:1 mode and identification speed shall be ≤ 1.5 second in 1:N mode. The supplier should mention the response time, when validation is done centrally from the central database. The number of punching per minute in both 1:1 and 1:N mode shall be indicated in the offer.</p> <p>Note: 1:1 means comparing the finger print with the finger print image stored in the biometric Smart Card. 1: N means comparing the finger print image with the finger print image stored in the readers' memory.</p>		
B.1.3	Bio-metric Smart Card reader shall have provision to register the Attendance of Employee without Smart Card, i.e. by feeding the staff no., and capturing the finger print image.		



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BIO-METRIC SMART CARD BASED ATTENDANCE RECORDING SYSTEM (BARS)

		<i>Bidder's Compliance Yes / No</i>	<i>Bidder's Remarks</i>
B.1.4	<p>8 nos. of Bio-metric Smart Card readers (4 Nos. for Main building, 4 Nos. for EOC) shall be installed for computerized Attendance recording system. Required spares shall be maintained in good condition by the Vendor for anytime replacement at Vendor works.</p> <p>Apart from this, Two Smart Card readers (One for main building canteen & One for EOC canteen) shall be installed for lunch purpose alone. This data shall not be clubbed with Attendance data and separate report to be provided for lunch deduction.</p>		
B.1.5	<p>The Bio-metric Smart Card reader will have LCD wide-angle display to facilitate enhanced readability even in dim lighting conditions with Alphanumeric character, Backlit display and keypad (for recording various types of movements of Employees). Under normal circumstances date, time, IN /OUT mode shall be displayed. While showing the Card, staff no., punched time, date, validation of each punch shall be displayed with a beep sound. Provision shall be provided on the Bio-metric Smart Card readers for audio and visual display (5 mm LEDs) with a relay output. LED indication for Power / battery mode, IN /OUT, Accept / Reject and network Status to be provided. Required length of Power cable for the readers is under Vendor's scope.</p> <p>Provision to be given to the administrator to know the status of memory consumed.</p>		
B.1.6	<p>The readers shall have minimum 128 KB of SRAM for storing of transactions in case when the network is off line. It shall also have minimum 256 KB flash memory for programs and other applications. In case when the network is off line, it should be capable of storing more than 10000 punch records (with date, time, Card no. and recorder Sr. No.) for minimum period of 48 Hours., and the biometric Smart Card readers should have the memory capacity to store minimum 500 Employees master details with 4 finger prints in the reader .</p>		
B.1.7	<p>Reader shall be operated in 230V, AC \pm 10%, with Integrated surge protection system and ambient temperature of 10 to 48 ° C. In case of power failure, each reader shall be suitable to punch in/out by means of battery backup for a minimum period of 6 Hours. The exact hours shall be indicated in the offer. Minimum 3 years In built battery backup for real time clock and stored data.</p>		



		<i>Bidder's Compliance Yes / No</i>	<i>Bidder's Remarks</i>
B.1.8	Data stored at Bio-metric Smart Card readers shall be pushed and updated in the Central Database Server as and when punching is recorded.		
B.1.9	Provision shall be made to assign a particular Reader unit or a group of designated units to a particular group of Employees.		
B.1.10	Provision shall be made in Reader unit to avoid any duplicate punch within a short span of time (adjustable) and the same shall be indicated as already punched in the display.		
B.1.11	The Reader unit shall be suitable to work in open environment conditions.		
B.1.12	Finger print image shall have compliance as per ISO/IEC 19794-4:2005(E), Minutiae data format standard as per ISO 19794-2:2005(E) and Contactless Smart Card reader should read the biometric Smart Cards complied with ISO 14443A.		
B.1.13	Finger print sensor shall be impact resistant, scratch resistant, weather durable and Corrosion free optical non contact type finger scanner. The finger print reader should be capable to read greasy, oily and dirty finger print. The performance of the finger print reader should be demonstrated in the above mentioned conditions during the evaluation.		
B.1.14	Supplier has to periodically replace the finger print reader sensor for every 18 months to ensure fail proof operation. Replacement should be done under BHEL supervision. Newness Certificate should be produced for all sensors.		
B.1.15	Finger print sensor shall allow maximum allowable finger rotation +/- 35° and displacement 5mm.		
B.1.16	Finger print reader should be conforming to ISO / IEC 19794-4:2005(E) & ISO 19794-2:2005(E) and should be able to transfer the finger print patterns of the Card to the Card reader memory and match these patterns when the finger is put on the sensor. The reader should be able to match any of 4 finger patterns.		



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		<i>Bidder's Compliance Yes / No</i>	<i>Bidder's Remarks</i>
B.1.17	The Reader unit shall have provision for configuration of percentage of comparison of finger print image.		
B.1.18	The reader shall have in built TCP/IP with 100/1000 Mbps data transfer speed.		
B.1.19	The Reader unit shall be provided with an external switch to select IN / OUT and a reset switch if it is required to reset the reader.		
B.2.	<u>ATTENDANCE / BIO-METRIC SMART CARD</u>		
B.2.1.	Biometric Smart Cards for approximately 300 Employees and dummy biometric Smart Cards for 50 apprentices will be required. Further requirements shall be informed as and when required. PO shall be amended suitably for the extra quantities.		
B.2.2.	Bio- metric Smart Card shall be used for identity, Attendance & movement. Preparation of Bio- metric Smart Card including preparation of finger print image and template are at Vendor's scope.		
B.2.3.	Vendor shall quote separate rate for Contactless Blank Bio-metric SmartCard (read and write)		
B.2.4.	Bio- metric Smart Card: compliance with ISO 14443A. Programmable Smart Card technology should have security protection for Read / Write. Smart Card shall be of best quality & reputed make.		
B.2.5.	The Card shall contain the following entities Front Side 1. Company name and logo 2. Name, Staff No 3. Department & Designation 4. Card validity 5. Signature of issuing authority 6. Employee's Photo 7. Four different colour bands for different Employee groups		
B.2.6.	The Card shall contain the following entities Back side 1. Existing standard Instructions 2. Signature of Employee. 3. Blood Group 4. Date of Birth. 5. Address		



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		<i>Bidder's Compliance Yes / No</i>	<i>Bidder's Remarks</i>
B.2.7.	The Card should be automatically blocked for use, once the Card validity expires. Also, provision must be made in Software, to block the Card for various reasons at any point of time by BHEL.		
B.2.8.	On request basis, Vendor shall come to BHEL premises with all preparedness for capturing finger print image, Employee photograph, Employee signature and to get other relevant information from BHEL for preparation of Smart Card. Vendor shall complete the above work and give the printed Bio-metric Smart Cards to BHEL within 48 hours from the time of request. Whenever, Vendor prepares Bio-metric Smart Card on request basis, Vendor shall ensure the updating of the details in master record. However, for initial lot Vendor shall complete all the above activities within a week from date of request.		
B.2.9.	<u>GENERAL</u>		
B.2.9.a.	The Bio- metric Smart Card shall have a unique key number to relate with the staff no. to avoid duplication/ copying.		
B.2.9.b.	For Card preparation Vendor shall indicate in the offer the list of inputs required from BHEL.		
B.2.9.c.	BHEL reserves right to increase or decrease the requirement of Cards.		
B.3.	<u>NETWORKING / COMMUNICATION</u>		
	Network requirement for the proposed Computerized Attendance system is as follows:		
B.3.1.	The existing data network, consisting of the fast Ethernet LAN shall be fully made use of for setting up the Computerized Attendance recording system.		
B.3.2.	The Vendor is advised to visit the site to assess the exact requirements of the cabling and other Equipment and accordingly inform it to BHEL.		
B.3.3.	Vendor should inform any problem regarding uptime and availability of network to BHEL immediately.		



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B.4	<p><u>SOFTWARE</u></p> <p>The Smart Card data shall be updated on-line in the Oracle database located at the Informatics Centre.</p> <p>Desktop workstation will be given by BHEL for application Software installation and report generation (given in Annexure–D) and customization of reports. However if BHEL changes the workstation, it is the responsibility of the Vendor to transfer all the Softwares, data & customizing as it was existing in the old PC.</p> <p>Server loaded with Oracle 10G/11G will be provided by BHEL. One copy of all the master details of the Employees shall be maintained in the server.</p>		
B.4.1.	<p><u>APPLICATION SOFTWARE REQUIREMENT SPECIFICATIONS</u></p> <p>All Computerized Attendance recording system related Software, installation, Program development, configuration, data entry and commissioning shall be done by the Vendor.</p>		
B.4.1.1.	<p><u>DATA MANAGEMENT AND MONITORING/ CONTROLLING SOFTWARE</u></p> <p>Suitable Data Management and Monitoring / Controlling Software should be provided by Vendor. Vendor will be required to do modifications in the Software as per BHEL's requirements.</p>		
B.4.1.2	<p>Monitoring/Controlling the maintenance functions:</p> <p>Periodic checking of Functioning / non-functioning of the Bio-metric Smart Card Readers deployed on the network due to any reason.</p>		
B.4.1.3	<p>Indication for Bio-metric Smart Card Readers working on Power or battery backup.</p>		
B.4.1.4	<p>A graphical display / interface for monitoring the above devices on network shall be preferable.</p>		
B.4.1.5	<p>Administrator access rights to be given for change of parameters like time, date, Employee master data, etc.</p>		



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		<i>Bidder's Compliance</i> Yes / No	<i>Bidder's Remarks</i>
B.4.1.6	Data Management: Continuous monitoring and continuous online downloading of data in oracle table for each date having format (date (dd-mm-yyyy), Staff no, In time, Out time, Disc code, Status 1, Status 2 – will be explained to the Bidder). Format may change during the implementation.		
B.4.1.7	The change of data like inclusion/exclusion of Employee staff no., Employee status etc. related to Attendance management system on the Biometric Smart Card Readers. This data is to be picked up from the central server.		
B.4.1.8	100% reliable and fool proofing of data transfer from biometric Smart Card reader to oracle database and vice versa.		
B.4.1.9	Provision to be made to upload the leave and On Duty data prepared by BHEL as Excel file into the Software and the same to be processed with the Attendance data to generate a report as per the format prescribed by BHEL for payroll processing.		
B.4.1.10	Vendor shall demonstrate the working of Attendance recording procedure for downloading the data, uploading leave & On Duty data into the Attendance management system and processing it for various report generation.		
B.4.1.11	Complete documentation of the system (both Hardware and Software) should be provided by Vendor.		
B.4.1.12	Any extra item required like Hardware / Software / man-hours to make the total system successfully operational shall be in the scope of Vendor as a package.		
B.4.1.13	Supply, installation & configuration of any additional Software / component required for the desired functioning of the entire system application including the Operating System shall be Vendor's responsibility.		
B.4.1.14	On site user training for operating the application Software, for Six days period is to be provided by the Vendor at their own cost.		



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B.4.1.15	Preparation and supply of Additional Bio-metric Smart Cards, Replacement of lost/damaged Bio-metric Smart Cards, Renewal of Bio-metric Smart Cards and Change in Bio-metric Smart Card Data required during the Contract period or change in business rules in application Software will be Vendor's responsibility.		
B.4.1.16	Vendor has to ensure the availability of such additional requirement as & when needed. PO shall be suitably amended as and when required for the additional quantities. Payment shall be made along with the payment for the Equipment on quarterly basis.		
	<u>MASTER DETAILS</u>		
B.5.1	The following masters are to be supported by the package: Employee master containing Name, Staff Number, Department, Designation, Category Code, Employee's Photo, Four finger prints images, Blood Group, Date of Birth, etc.		
B.5.2	System should provide a facility to add, modify or delete master data by authorized persons.		
	<u>BASIC VALIDATION REQUIREMENTS:</u>		
B.5.3	There should be a minimum of two punches (IN and OUT). The unique key number has to be validated with the staff number & finger print image available in clock /server Employee master.		
B.5.4	Any reader shall be used for both IN and OUT punch of Attendance. Depending on the grace time allowed for IN punch, short absence hours are to be calculated if IN punch is beyond the grace time. Details of grace time will be furnished by BHEL.		
B.5.5	In case of Late IN & Early OUT punch, short absence hours are to be calculated for defined cadre.		
B.5.6	If an Employee works less than an hour, it is to be treated as FULL day absence.		



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		<i>Bidder's Compliance</i> Yes / No	<i>Bidder's Remarks</i>
B.5.7	If an Employee does IN punch after the grace time and OUT punch after 4 hours from the start of the shift, it is to be treated as half-a-day working. In this case, short absence hours and absence hours for the second half of the shift are to be calculated. Calculation for short hour absence to be furnished by BHEL.		
B.5.8	If there is only one punch or NO punch , then it is to be treated as FULL day absences (8 hours)		
B.5.9	If an Employee has worked only in first session or in second session, then 4 hours absence has to be created for the session NOT worked.		
B.6	<u>ACCEPTANCE TEST PROCEDURE (ATP) FOR THE PROJECT</u>		
B.6.1.	Complete system supply, installation and running of system as per requirements and technical specifications must be completed for proceeding with ATP.		
B.6.2.	Soft copy and hard copy of complete system documentation, user manual, giving details of configuration, wiring diagrams, layout, Marking and labeling of all cables, ports, terminations, running instructions etc., to be submitted. This will serve as reference document in case of any problem / system augmentation etc		
B.6.3.	Newness Certificate: The Vendor has to submit the newness Certificate of all the Equipments supplied.		
B.6.4.	OEM support: The Vendor has to submit the Certificate from the principal Equipment suppliers for their back to back support.		
B.6.5.	After the installation and commissioning of the system as per the technical specification following are to be done :		
B.6.5.a.	Demonstration of minimum 25 number of transactions from each biometric Smart Card Reader (in 1:1, 1: N mode) and Smart Card reader for proving the specified verification speed of the reader.		



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		<i>Bidder's Compliance</i> Yes / No	<i>Bidder's Remarks</i>
B.6.5.b.	Demonstration of the readers in offline and online mode to prove the reader's performance.		
B.6.5.c	Online report for all the above swipes.		
B.6.5.d.	Demonstration of smooth working of all Software modules as per specifications from the central application server and from Time Office PC.		
B.6.5.e.	Demonstration of web based report viewing facility on local area network with proper authorization & authentication.		
B.6.5.f.	Demonstration of working of biometric Smart Card on battery, in case of power failure during day & night, emergency situation.		
B.7	<u>MAINTENANCE AND BACKUP</u>		
B.6	<u>ACCEPTANCE TEST PROCEDURE (ATP) FOR THE PROJECT</u>		
B.6.1.	Complete system supply, installation and running of system as per requirements and technical specifications must be completed for proceeding with ATP.		
B.6.2.	Soft copy and hard copy of complete system documentation, user manual, giving details of configuration, wiring diagrams, layout, Marking and labeling of all cables, ports, terminations, running instructions etc., to be submitted. This will serve as reference document in case of any problem / system augmentation, etc		
B.6.3.	Newness Certificate: The Vendor has to submit the newness Certificate of all the Equipments supplied.		
B.6.4.	OEM support: The Vendor has to submit the Certificate from the principal Equipment suppliers for their back to back support.		

**TECHNICAL SPECIFICATION FOR****BIO-METRIC SMART CARD BASED ATTENDANCE RECORDING SYSTEM (BARS)**

		<i>Bidder's Compliance Yes / No</i>	<i>Bidder's Remarks</i>
B.6.5.	After the installation and commissioning of the system as per the technical specification following are to be done :		
B.6.5.a.	Demonstration of minimum 25 number of transactions from each biometric Smart Card Reader (in 1:1, 1: N mode) and Smart Card reader for proving the specified verification speed of the reader.		
B.6.5.b.	Demonstration of the readers in offline and online mode to prove the reader's performance.		
B.6.5.c.	Online report for all the above swipes.		
B.6.5.d.	Demonstration of smooth working of all Software modules as per specifications from the central application server and from Time Office PC.		
B.6.5.e.	Demonstration of web based report viewing facility on local area network with proper authorization & authentication.		
B.6.5.f.	Demonstration of working of biometric Smart Card on battery, in case of power failure during day & night, emergency situation.		
B.7.1	<u>DETAILS OF MAINTENANCE AND OTHER ACTIVITIES:</u>		
B.7.1.1.	Vendor shall be responsible for the continuous and smooth operation of the Hardware and Software for the entire period.		
B.7.1.2.	Vendor shall have back up support with Original Equipment Manufacturer (OEM) during Contract period for readers to ensure availability of spares and services.		
B.7.1.3.	Maintain the reports used by Time Office staff and make them available for all the days throughout the year.		
B.7.1.4.	On-line status check shall be done for all the readers through the Software available.		



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		<i>Bidder's Compliance Yes / No</i>	<i>Bidder's Remarks</i>
B.7.1.5.	Updating clock time setting for Biometric Smart Card readers shall be dynamically linked to BHEL's Network Time Protocol (NTP) server time.		
B.7.1.6.	Maintaining log of monitoring for Equipment complaints and Immediate action for rectification.		
B.7.1.7.	Preventive maintenance schedule shall be given on monthly and quarterly basis and shall be complied.		
B.7.1.8.	Weekly Report to BHEL regarding the Status of Biometric Smart Card readers.		
B.7.1.9.	Vendor shall maintain critical spares for immediate replacement pertaining to this system.		
B.7.1.10.	Any service call shall be attended immediately (maximum with in 4 hrs from the time of call) and the system availability shall be more than 99%, below which downtime calculation will be carried out.		
B.7.2	<u>WEEKLY SCHEDULE OF WORK.</u>		
B.7.2.1.	Updating time, Machine IDs and temporary Card details into the server.		
B.7.2.2.	Submission of log regarding the complaints and rectifications in that week.		
B.7.2.3.	Weekly meet with HR regarding the issues faced.		
B.7.3	<u>MONTHLY SCHEDULE OF WORK</u>		
B.7.3.1	Preventive maintenance schedule shall be planned for checking of all the Biometric Smart Card readers, and Battery backup, Power check, networking & connectivity check.		
B.7.3.2.	Updating master file for additions, deletions and transfers of Employees. Activate Set recorder programme to all Card readers for updating master record.		



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B.7.3.3.	An excel file containing the leave and On-duty details shall be provided by BHEL 23rd of every month. The same has to be uploaded into the Software and processed with the Attendance data and a report as per the format prescribed by BHEL for payroll processing should be given as output by the Software.		
B.7.3.4.	It is the responsibility of the Vendor to take back the used batteries. It should not be stored in BHEL complex.		
B.7.4	<u>HALF YEARLY SCHEDULE OF WORK</u>		
B.7.4.1.	Battery for Real time clock to be checked.		
3	<u>CHECKLIST OF FORMATS (TO BE ATTACHED WITH TECHNO-COMMERCIAL BID (PART II) DULY FILLED BY THE VENDOR)</u>		
S. No.	Annexure to be attached	Format attached as Annexure	Whether attached (Yes/No)
1	No Deviation Certificate	Annexure A	YES / NO
2	Unpriced Format without prices, indicating the % of statutory levies/ Taxes (Outright Purchase)	Annexure B	YES / NO
3	Unpriced Format without prices, indicating the % of statutory levies/ Taxes (Lease)	Annexure C	YES / NO
4	List of reports to be generated	Annexure D	YES / NO

For any queries / clarifications the Bidders may contact us on phone no. 044-28161375 / 9962116410 or e-mail abhishekki@bhelmipc.co.in



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NOTE:-

- a) Your specific acceptance to our Payment terms, LD, Risk Purchase Clause & Submission of PBG for 10% of the order value is essential for consideration of your offer. Otherwise your offer is liable for rejection.
- b) No row shall be left blank. Please indicate NA, in case the item is “not applicable”.

DECLARATION

We have gone through and understood the ‘General guidelines & instructions to Bidders for submitting offer’ enclosed as a part of the Tender and confirm that our offer has been made in line with the same.

(AFFIX OFFICIAL SEAL HERE)

Signature with Date:

Name:

Designation:

Department:

(PLEASE AFFIX YOUR SIGNATURE WITH SEAL ON EACH PAGE)



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ANNEXURE A

Tender Enquiry Ref. No: BHEL: PC: BIOMETRIC

Dated 20/06/2014

NO DEVIATION CERTIFICATE

This is to certify that our offer is exactly in line with your above referred Tender.

This is to expressly certify that our offer contains no deviation either Technical or Commercial in either direct or indirect form.

Signed By:

Name : _____

Designation : _____

Organization : _____

Date & Place : _____

Phone/Fax/Mobile/Email: _____

Stamp & Seal : _____

Place:

Date:



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ANNEXURE D

REPORTS TO BE GENERATED

1. *Daily Attendance Report - For Administrator & Employees separately
- For Employees daily view report of their Attendance*
2. *Monthly Attendance Report - Employees & Apprentices separately*
3. *Late In report*
4. *Early Out Report*
5. *No In and No out Punch report*
6. *Department Wise Report*
7. *Grade Wise Report*
8. *Cadre Wise Report*
9. *Report of those who punched without Bio-metric Smart Card - Employees & Apprentices separately*
10. *Lunch Report - Employees & Apprentices separately*
11. *Lunch Recovery Report - Employees & Apprentices separately*
12. *Location Wise Report - Employees & Apprentices separately*
13. *Employee Wise Report for a given period – Only for Regular Employees*

NOTE:

*Requirement of reports may undergo change during Contract period and it is the responsibility of the Vendor to customize the report as per BHEL requirement without any cost implication to BHEL and make available of the reports that are requested.