

**DEPARTMENT OF SOCIAL WELFARE
GOVT. OF NCT OF DELHI
GLNS COMPLEX, DELHI GATE, NEW DELHI-110002
[COMPUTER CELL]**

F.56 (320)/DSW/CC/117/2014-2015/Part File-I

Dated: 09/09/2016

Tender Notice

Based on two bids system, quotations in sealed cover are invited from eligible, reputed, qualified firms by Department of Social Welfare, Govt. of NCT of Delhi for providing Comprehensive Annual Maintenance Contract (CAMC) of Biometric Attendance Monitoring Systems & Video Cameras for a period of 1(one) year. The devices are installed in offices of Department of Social Welfare, Govt. of NCT of Delhi which are located in various places of Delhi.

1. The technical bid, 2. the financial bid and 3. the Earnest Money Deposit (EMD) should be sealed by the bidder in separate covers duly superscribed and these sealed covers are to be put in a bigger cover which should also be sealed and duly superscribed "Quotation for Comprehensive Annual Maintenance Contract of Biometric Attendance Monitoring Systems & Video Cameras". The technical bids are to be opened by the purchase committee of Department at the first instance and evaluated. At the second stage financial bids of only the technically acceptable bids shall be opened for further evaluation and ranking before awarding the contract.

A. Terms and Conditions

1. Earnest Money Deposit of amount Rs.3000/- (Rs. Three Thousand only) in the form of Demand Draft/FDR/Bank Guarantee in favour of Director, Department of Social Welfare, GNCTD payable at Delhi and issued from any of the Commercial Bank located in Delhi/NCR valid for a period of 60 days beyond the final bid validity period.
2. Successful bidder shall have to submit **Performance Bank Guarantee @10%** of the total cost of contract in the form of Demand Draft/FDR/Bank Guarantee in favour of Director, Department of Social Welfare, GNCTD payable at Delhi and issued from any of the Commercial Bank located in Delhi/NCR.

3. **Tender Critical Dates:-**

Start Date & Time for sale of Tender Document / Start Date & Time for Bidding	09/09/2016, 04:00 PM
Last Date & Time for sale of Tender Document / Last Date & Time for Bidding	30/09/2016, 11:00 AM
Opening of Technical bid	30/09/2016, 11:30 AM
Opening of Financial bid	May be announced after technical bid evaluation.

4. Proposals that are received after the deadline will **NOT** be considered in this tender process.
5. Interested bidders are advised to study the tender document carefully. Submission of quotation shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications. The bidders submitting the quotation would be presumed to have considered and accepted all the terms and conditions mentioned in the tender document.
6. The Department of Social Welfare, GNCTD has installed Biometric Attendance Monitoring Systems (with & without camera facility) of different specifications for recording the attendance of employees and the Video Cameras are installed for surveillance over the Biometric Attendance Machines for security.
7. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, bidders must form their own conclusions about the solution needed to meet the requirements.
8. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of Department of Social Welfare, GNCTD. Any notification of preferred bidder status by Department of Social Welfare, GNCTD shall not give rise to any

M13/02R

enforceable rights by the Bidder. Department of Social Welfare, GNCTD may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of Department of Social Welfare, GNCTD.

9. The corrigendum/addendum/clarification (if any) will be published and shall be deemed to be incorporated into this RFP.
10. The CAMC will be for 1 (one) year with effect from signing of contract between Department of Social Welfare, GNCTD and selected bidder. The Department may consider the renewal of the contract on subject to satisfactory services by the firm.
11. Department of Social Welfare, GNCTD may terminate the tender process at any time and without assigning any reason. Department of Social Welfare, GNCTD makes no commitments, express or implied, that this process will result in a business transaction with anyone.
12. The bid / proposal submitted without EMD mentioned above will be summarily rejected.
13. The EMD may be forfeited if the successful Bidder fails to furnish the required Performance Bank Guarantee or the participating bidder withdraws/amends its bid within the period of tender.
14. Prices should **NOT** be indicated in the Technical Bid **but should only be indicated in the Financial Bid**.
15. The quotation should be submitted by the Bidder in English language only. If in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.
16. No consortium, subletting or hiring services of other company for execution of this job shall be allowed.
17. Department of Social Welfare, GNCTD shall constitute a Proposal Evaluation Committee/Purchase Committee to evaluate the responses of the bidders.
18. The offer submitted by the bidders should be valid for minimum period of 90 (ninety) days from the date of submission of Tender.

19. Technical Bid:-

The bidders are to submit following documents for technical bid **duly self attested by the bidder:-**

1. Copy of Certificate of Incorporation of Company.
2. Copy of Valid Service Tax Registration Certificate.
3. Copy of Valid Value Added Tax (VAT) Registration Certificate issued by Dept. of Trade & Taxes, Govt. of NCT of Delhi.
4. Copy of Income Tax Return for Financial Years 2012-13, 2013-14 & 2014-15.
5. Copy of Audited Balance sheet for last three financial years 2012-13, 2013-14 & 2014-15. indicating average annual turnover of More than or equal to Rs.60000/-.
6. Copy of Completion Certificates from the client OR Work Order + Self certificate of Work Completion of following assignment (in r/o CAMC of Biometric Attendance Monitoring Systems & Video Cameras):-

One assignment costing not less than Rs.48000/-;

Or

Two assignments costing not less than Rs.30000/- each;

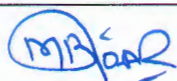
Or

Three assignments costing not less than Rs.24000/- each

20. Financial Bid:-

The format of financial bid should be as per the following:-

S. No.	Item	Quantity	CAMC Charges Per Item (in INR)	Total CAMC Charges (in INR)
1.	Biometric Attendance Monitoring System with Camera facility	02		
2.	Biometric Attendance Monitoring System without Camera facility	16		
3.	Video Camera	12		
Grand Total		30		



The amount shall be considered as 'final price' quoted by the bidder. This will be including all kind of taxes/charges like duties, cess, levies, service tax, service charge etc.

21. EMD of all unsuccessful bidders would be refunded by Department of Social Welfare, GNCTD within 1 month or on 30th day of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
22. Department of Social Welfare, GNCTD shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or Department of Social Welfare, GNCTD incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed terms & conditions.
23. Department of Social Welfare, GNCTD will award the contract to the lowest rate quoting bidder on grand total whose bid has been found to be responsive and who is eligible & qualified to perform the contract satisfactorily as per the terms and conditions and process outlined in this document.
24. Department of Social Welfare, GNCTD reserves the right to accept or reject any proposal, and to annul the tendering process / public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for Department of Social Welfare, GNCTD action.
25. Prior to the expiration of the validity period, Department of Social Welfare, GNCTD will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. The notification of award will constitute the formation of the contract incorporating clauses of the tender document. In case the tendering process / public procurement process has not been completed within the stipulated period, Department of Social Welfare, GNCTD may like to request the bidders to extend the validity period of the bid.
26. Payment for CAMC shall be made quarterly after receipt of correct Invoice and subject to satisfactory services.
27. Force Majeure - Department of Social Welfare, GNCTD or the selected bidder, against the other, in case of any failure or omission or calamities such as fires, floods, earthquakes, hurricanes, or civil strikes, under any statute or regulations of the Government, lock-outs, strikers, riots, embargoes from any political reasons beyond the control of any part including war (whether declared or not), civil war or state of insurrection shall give notice to other party within 15 days of the occurrence of such incident that on account of the above event the notifying party:-
 - has delayed the performance of its work as it was beyond its reasonable control and it has not due to negligence or default on its part.

Either party, as and when gives notice of force majeure shall provide confirmation of such event in the form of a certificate from the Government department or agency or chamber of commerce. The parties shall be relieved of their respective obligations to perform, hereunder for so long as the event of force majeure continues and to the extent their performance is affected by such an event of force majeure provided notices as above are given and the event of force majeure is established as provided hereinabove.

28. Arbitration - In the event of any question, disputes or difference arising between the parties relating to the interpretation and application of these provisions of agreement, such disputes or differences shall be resolved amicably by mutual consultations and on failure to do so shall be referred for arbitration by a sole arbitrator to be appointed by Lt. Governor of Delhi. The decision of Arbitration to the agreement in this regard shall be final and binding upon both the parties. The parties shall continue to perform their obligations under the agreement during arbitration proceedings, except where the agreement has been terminated. The venue for arbitration will be New Delhi.

B. Scope of Work

1. The comprehensive annual maintenance includes preventive maintenance quarterly/regular services of the Biometric Attendance Monitoring Systems & Video Cameras with DVR including replacement of any spare parts necessary for keeping these devices active & free from any defects/disturbance and



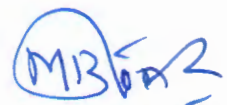
- also on any unscheduled call for corrective and maintenance services, taking appropriate measures/steps on time to set right the malfunctioning of these devices.
2. The replacement of all the spares is included under the CAMC. The replacement of defective spares with good quality and standard spares will be done by the bidder without any extra charge of any kind.
 3. **The successful bidder should integrate their software with the Biometric Attendance Monitoring Systems & Video Cameras so that the attendance report/video recording may be generated at the locations where these systems are installed. The video cameras are having DVR of 1 TB Hard Disk.**
 4. The details of Biometric Attendance Monitoring Systems & Video Cameras of which CAMC is required is at **Annexure-I**. However, the Department may add/delete the items in the list and CAMC charges shall vary on pro rata basis. For the purpose of bidding, the bidder may visit the offices (as mentioned at **Annexure-I**) with the permission of office In-charge.
 5. In no case the data of the devices be removed/manipulated.
 6. **In each case when the device needs repair/servicing, the data present in the device must not be removed or if need arises, the data may be kept as back-up under the custody of concerned Head of Office, Social Welfare Department, GNCTD where device is installed so that after repair data may be restored in the device.**
 7. The operating environment condition in which the equipment is presently installed is quite satisfactory and the Bidder will not raise any condition with regard to the working environments for the equipment covered under CAMC.
 8. The support personnel should be available over phone and is required to be responsible for single point of contact of Department of Social Welfare, GNCTD. On breakdown situations or when directed by Department of Social Welfare, GNCTD, response time to reach maintenance location for maintenance call by the support personnel should not exceed 2 hours.
 9. The system down time should not exceed 72 hours from the time at which the complaint was made. If the down time is more than 72 hours, the bidder shall provide a standby system. In case the system is not repaired or an alternative system not supplied within the period of 72 hours from the time of failure report then the Department of Social Welfare, GNCTD may choose to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recoverable from the bidder.
 10. The selected bidder shall ensure 95% uptime for equipments under CAMC failing which a penalty as proposed by the Department of Social Welfare, GNCTD will be imposed. However, before imposing penalty, the Department of Social Welfare, GNCTD will issue a show cause notice in which the details of downtime will be mentioned. It will also include the penalty proposed to be imposed on the bidder.

The breakdown time will be worked out as under:-

Total machines days(X) = (No. of equipment under CAMC) * No. of working day in a quarter.

Breakdowns (Y) = (No. of Equipments) * No. of breakdown days

Percentage uptime= ((X-Y)/X)*100



(Maya Ram Tomar)
Senior System Analyst

☎ 011-23711290

**Details of Biometric Attendance Monitoring Systems and Video Cameras
Social Welfare Department, Govt. of NCT of Delhi**

S.No.	Item	Installed for
1	Biometric Attendance Monitoring System (With Camera)	Asha Kiran Complex, Sec-I, Avantika, Rohini, Delhi-110085 (Tel. No. : 011-27522760)
2	Biometric Attendance Monitoring System (With Camera)	Reception cum Classification Center (RCC), Sewa Kutir Complex, Kingsway Camp, Delhi-110009. (Tel. No. : 011-27655107)
3	Biometric Attendance Monitoring System	Headquarters, GLNS Complex, Delhi Gate, New Delhi-110002 (Tel. No. : 011-23711290)
4	Biometric Attendance Monitoring System	Govt. Lady Noyce School (GLNS) for Deaf, Delhi Gate, New Delhi-110002 (Tel. No. : 011-23319419)
5	Biometric Attendance Monitoring System	District Office (West), Nirmal Chhaya Complex, Jail Road, Hari Nagar (Tel. No. : 011-28520683)
6	Biometric Attendance Monitoring System	District Office (North), 20-21, Shopping Complex, Gulabi Bagh (Tel. No. : 011-23652304)
7	Biometric Attendance Monitoring System	District Office (South), Kasturba Niketan Complex, Lajpat Nagar-II (Tel. No. : 011-29819812)
8	Biometric Attendance Monitoring System	District Office (North West-I), NPS Deaf, Sector-4, Rohini (Tel. No. : 011-27040844)
9	Biometric Attendance Monitoring System	District Office (North East), Sanskar Ashram Complex, Near GTB Hospital, Dilshad Garden (Tel. No. : 011-22133765)
10	Biometric Attendance Monitoring System	District Office (East), Mahila Silai Evam Katai Kendra, Block-10, Geeta Colony (Tel. No. : 011-22085003)
11	Biometric Attendance Monitoring System	District Office (South West), C-22-23, Udyog Sadan, 3 rd Floor, Sansthan Area, Qutab Enclave (Tel. No. : 011-26528175)
12	Biometric Attendance Monitoring System	Asha Deep Home, Khadi Ashram Road, Narela, Delhi-40 (Tel. No. : 011-27785712)
13	Biometric Attendance Monitoring System	Nursery Primary School (NPS), Kalkaji, PWD Barrack (Tel. No. : 011-26235400)
14	Biometric Attendance Monitoring System	HLAB/HLTB/RCL, Tahirpur (Tel. No. : 011-22590841)
15	Biometric Attendance Monitoring System	Beggars Home, Lampur (Tel. No. : 011-27285853)
16	Biometric Attendance Monitoring System	Nursery Primary School (NPS), Nehru Vihar (Tel. No. : 011-23813570)
17	Biometric Attendance Monitoring System	Nursery Primary School (NPS)/School for Mentally Retarded Children (SMRC), Mayur Vihar Phase-I, Delhi-91 (Tel. No. : 011-22792910)
18	Biometric Attendance Monitoring System	Old Age Home, Bindapur, Pocket-IV, Uttam Nagar, New Delhi-59 (Tel. No. : 011-25639463)
19	Video Camera	Govt. Lady Noyce School (GLNS) for Deaf, Delhi Gate
20	Video Camera	Asha Kiran Complex, Avantika, Rohini
21	Video Camera	Reception cum Classification Center (RCC), Kingsway Camp
22	Video Camera	Headquarters, GLNS Complex, Delhi Gate
23	Video Camera	District Office (West), Nirmal Chhaya Complex, Jail Road, Hari Nagar
24	Video Camera	District Office (North), 20-21, Shopping Complex, Gulabi Bagh
25	Video Camera	District Office (South), Kasturba Niketan Complex, Lajpat Nagar-II
26	Video Camera	District Office (North West-I), NPS Deaf, Sector-4, Rohini
27	Video Camera	District Office (North East), Sanskar Ashram Complex, Near GTB Hospital, Dilshad Garden
28	Video Camera	District Office (East), Mahila Silai Evam Katai Kendra, Block-10, Geeta Colony
29	Video Camera	District Office (South West), C-22-23, Udyog Sadan, 3 rd Floor, Sansthan Area, Qutab Enclave
30	Video Camera	Nursery Primary School (NPS), Nehru Vihar

Total 18 Biometric Attendance Monitoring System & 12 Video Cameras.

