ENQUIRY

All Communications to be addressed to The Director IISER PUNE for the attention of INCHARGE S & P FOR DIRECTOR	
Tender Enquiry No:	IISER/PUR/0830/19
Date	06/11/2019

Sir/Madam,

Subject: REQUEST FOR QUOTATION   DUE DATE: 19/11/2019

Please send your Principal quotation in a sealed cover for the following items with complete specifications and literature showing delivery period, on or before the due date to reach this office. In case of difficulty please contact us at **purchase@ iiserpune.ac.in**

S.No:	Description of Material	Quantity
01	Biometric Based Attendance Monitoring System services	As per attached list

1. Quotation received after due date will not be considered at all
2. /Fax/Telex Quotation will not be considered.
3. Our Enquiry No, date and DUE date as above must be subscribed on the sealed envelope containing your quotation.
4. We do not accept the advance payment terms or through bank against documents.

Yours Faithfully

Salim Shaikh

सलीम शेख / Salim Shaikh
सहा. कुलसचिव (भंडार एवं क्रय) /
Assistant Registrar (S & P)
भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान
Indian Institute of Science Education & Research
पुणे / Pune - 411008

IISER Pune (A single site campus) is soliciting proposals from firms having experience in providing Biometric Based Attendance Monitoring System services through Software as a Service (SaaS) environment for about 1000 employees. Biometric Based Attendance Monitoring System is required to record daily attendance of employees. This will help the management to track the daily or periodical attendances, daily in and out timings, absentees, late comers, early goers etc.

The service should have following features:

1) The cloud service, including compute, data stores, backups, logs etc., must be all in all provided by the bidder. The bidder may not own the cloud infrastructure. However; they must have adequate and long term contract with the cloud service provider.
2) The software to be deployed on server / cloud by bidder and IISER Pune to access it over internet. The service is to be fully operated and maintained by the bidder. The internet connectivity at it's own premises will be taken care by IISER Pune along with extension of wired network connectivity to the bidder provided biometric sensor devices.
3) The Configuration parameters, data stores, Logs related to IISER Pune must remain within Data centres of the service provider firm and must not move out of their data centres, in any format/manner whatsoever, without explicit written permission from IISER Pune.
4) The solution should provide web based self-service to all employees of IISER Pune for view only access.
5) The proposed software must be web based and should work on popular web browsers like Windows Internet Explorer 7.0 & above, Mozilla Firefox, Google Chrome and any other equivalent browsers seamlessly with a secure http connection (https:). The necessary security certificate should be installed on the cloud platform by the service provider / bidder.
6) The solution shall be highly scalable and flexible in accommodating increased employee strength (upto a maximum of 2000) of IISER Pune in future.
7) Biometric Based Attendance Monitoring System is exclusively delivered via a vendor-hosted solution.
8) It accessible via the internet without need of any specific client application on the workstations accessing the solution.
9) Vendor must also operate a help desk remotely that will be available to IISER Pune personnel between 9:00 AM – 5:30 PM Monday to Friday (for the entire contract period with IISER Pune).
10) The solution should be integrated with the IISER Pune's webmail service (Zimbra) to generate warning and alert mails to the users or the bidder may have it's own email server to send email notifications if required by IISER Pune
11) Suitable biometric sensors/devices to capture attendance logs is to be provided and maintained by the bidder.

Attributes of SaaS, as defined by IISER Pune for this procurement and project include the following (to be provided at no additional cost):

A. No hardware or commodity software upgrade charges, i.e., no infrastructure replenishment.
    a. Charges or fees to be included in the quoted costs.
B. No hardware (i.e., servers, disk arrays, etc.) on site at IISER Pune.
C. Defects/Issues are addressed promptly and permanently.
D. Secured solution with complete confidentiality of IISER Pune data. Secured Http connection to the browser clients and to the biometric devices.
E. The system should be customizable to meet IISER Pune's requirements in present and future.

F. Services to transition to another SaaS (if required by IISER Pune Management) provider are defined, described, and priced as part of the proposal.

G. The necessary biometric sensors to be provided by the service provider. The maintenance cost and replacement if any, required during the operational contract period should be priced as part of the proposal. IISER Pune will not pay to any wear and tear of the equipment out of the normal use of the equipment.

Contract Period:
The successful bidder shall enter into 03 (Three) years contract with IISER Pune (in line with this running document) from Go-Live. Contract can be further extended on sole discretion of IISER Pune Management.
Delivery:

Free of cost delivery to the consignee at the ordered site (Institute Campus) within four weeks after placement of Purchase Order. Time of completion of entire work including commissioning at all locations will be 5 weeks from the date of issue of order.

Price Validity:
At Least 4 months from the date of submission of the proposal.

Non-Performance penalties:
(A) In case of delay in project execution or future agreed improvements: In case of delay in project completion (i.e. system go-live), Non Performance penalty @ 0.5% per week or part thereof subject to a maximum of 5% of the LOA Value of undelivered/uninstalled material/service will be recovered from the bill.
(B) Penalties related to Bug-fixing, support and Call Management In case of delay in problem resolution, penalty @2% of monthly contract value per instance of delay for critical and Highly impacting problems and 0.5% for other problems shall be applied for every day of delay and deducted from payable bills.

The expected service levels for call resolution related to bugs, complaints, fixes in the system are as per below:

• Critical: Within 8 business Hours.
• High Priority: Within 10 business Hours
• Normal Priority: Within 2 Business Days
• Low Priority: Within 3 Business Days
Note: All business days are Mon to Friday excluding Holidays of IISER Pune.

Expected Performance of the System:
All the User Interface should render within 2 seconds on click. The number of users for this system will be upto 1000 with concurrency of 12 Users. The report generation (including web view and /or pdf /excel/csv generation) should be acceptably fast and should be able to generate a specified report for all enrolled IISER Pune staff for approximately one month duration in less than 5 minutes.

Service Duration:
The software as a service will be for a period of 3 years. The bidder is supposed to facilitate the transition of all data to the new entity after the successful completion of 3 years, if required. For this the bidder has to plan one month of data transition 15 days before the completion of service and 15 days after the completion of service agreement for smooth transition if required.

Payment Schedule:

One time Setup Charges of the entire system will be divided into 36 months of services to be provided by the bidder which will be paid on half yearly basis by IISER Pune along with the recurring service charges. However in case of contract closure before 36 months, the unpaid amount towards one time charges for the period service rendered shall be paid as part of final settlement rounded off to the nearest number of months serviced.
All payments will be made by Cheque in Indian Rupees.
Bidder will raise half-yearly invoice for the service fee. Half-yearly service fee will be calculated by dividing the commercial quote value by 36 and multiplying by 6.
Note:
a. IISER Pune will endeavor to provide acceptance of the deliverables submitted by the service provider within 7 days of submission.
b. Service provider can raise the invoice after they receive in writing from IISER Pune, accepting the deliverable.
c. Payments are subject to submission of deliverable on time, as per the contract.
d. IISER Pune will make payments to the service provider within 30 days of receipt of the invoice after adjusting for the liquidated damages (if any)
e. Tax as applicable would be paid by IISER Pune.

Post Implementation Support (Support after UAT- User Acceptance Testing):

The Bidder shall be responsible for installation and maintenance of the Application Software and Biometric Devices for 3 years after successful implementation

During the contract term, the bidder shall perform all the upgrade/new version update free of cost.

Any call shall have to be attended within 24 hours (irrespective of business days / hours) and any software issue shall be resolved within 3 days or as mutually decided upon. In case the solution requires more time, the bidder

should report to the concerned nodal officer within given time frame in writing with the requisite details for approval.

Application Software:

Ensuring uptime of the Application.

Troubleshooting/Bugs removal:

The successful bidder is required to provide troubleshooting support if any bugs are encountered during implementation of the software.

Up-gradation of Software:

Any modifications and/or enhancements / upgradation required by IISER Pune in the software during support period shall have to be incorporated by the successful bidder free of cost.

Selected bidder will be required to incorporate amendments and enhancements from time to time and also to attend to any problem in day to day functioning of the system during this period free of cost.

The Bidder would be responsible for deputing experienced virtual/ remote System Administrator (offsite) for the contract period.

The bidder shall maintain a Maintenance Register/call register for logging complaints during post implementation support period. The firm shall essentially provide complaint number for each complaint call made by the user.

Biometric Devices:

The Biometric sensor devices to record the attendance logs as provided by the bidder should be of the best quality and should be able to capture the fingerprint information of the user with high degree of convenience.

The successful bidder should ensure proper functioning of the device.

The response time of device fault should be of 1 working day. Within this time, the machine should be replaced, installed and integrated with the system. No additional payments will be made by IISER Pune in this regard.

The successful bidder should give comprehensive warranty/guarantee that the goods/stores/articles supplied continue to conform to the description and quality as specified in the Proposal for a period of at least three years from the date of installation of the said goods/ stores/ articles notwithstanding the fact that the purchaser may have inspected and/or approved the said goods/stores/article.

SUPPLY, INSTALLATION, CONFIGURATION, COMMISSIONING & TRAINING

The scope of work requires setting up Cloud Based - Biometric Based Attendance Monitoring System for 1000 employees at the IISER Pune. Following is the requirement:

1. Installation and configuration of Cloud Based Biometric Based Attendance Monitoring System with web based /Client Based access.
2. To deploy a full-fledged 'Time Attendance System' for all the employees using biometric finger print & RFID card sensors devices at a maximum of three (3) locations excluding the device to be used for the master data registration at the central location.
3. Activation of sample RFID cards for the employees and training of the same to IISER Pune staff is required. (IISER Pune shall provide the required number of RFID cards)
4. Basic Customization of the solution as per the need of IISER Pune.
5. All items mentioned Annexure-I, must give integrated performance in their functionality.
6. Training to manage the Biometric Based Attendance Monitoring System and related software to IISER Pune designated personnel at IISER Pune premises.

Each of the above mentioned requirements should be as briefed below:

Deployment of 'Biometric Based Attendance Monitoring System' for all the staff in order to maintain the time attendance records of the entire regular employees, contractual staff etc (in shift duties). necessary biometric fingerprint sensors & RF card sensors need to be provided by the bidder and install in IISER Pune premises as required (at 3 locations). All the sensors will be used for monitoring the entry and exit time records of every employee. The time attendance report will be generated at central server (Cloud based resource) and will be on monitored by various officials on Web enabled software.

Time Attendance reports should (at bare minimum) generate the following reports:
a. Department/Section (Daily/Monthly/Date Range):
It should generate individual/department-wise report of employee's time and attendance details.

b. Exception (Daily/Monthly/Date Range and Department Wise/Employee Wise):
Should generate and present exception report, to view exceptional logs of employee.

c. Muster (Daily/Monthly/Date Range and Department Wise / Employee Wise):
Should generate and present muster report to view muster of employee's attendance.

d. Who is in (Daily/Monthly/Date Range and Department Wise / Employee Wise):
It should generate report which will be helpful to determine the number of employees available in the IISER Pune on a particular Date and Time.

e. Arrival (Daily/Monthly/Date Range and Department Wise/Employee Wise):
Should generate and present report which will be used to see arrival time of employees.

f. Late Arrival (Daily/monthly/Date Range and Department Wise/ Employee Wise):
Should generate and present report that will show details of employees who are late (After the permissible grace time).

g. Early Departure (Daily/Monthly/Date Range and Department Wise / Employee Wise):
Should generate and present report that will show details of employee who have left early.

h. Overtime (Daily/Monthly/Date Range and Department Wise/ Employee Wise):
Should generate Overtime report which will be used to see overtime of employees.

i. Absent (Daily/Monthly/Date Range and Department Wise/Employee Wise):
It should generate report of the absent staff for the record of respective authorities.

j. Continuous late arrival (Department Wise/ all):
Should generate and present details of employee who regularly come late (For specified user defined number of date in continuation).

k. Continuous early departure (Department Wise/ all):
Should generate and present details of employee who regularly go early (For specified user defined number of date in continuation).

l. Continuous absent (Department Wise/ all):
Should generate and present details of employee who are regularly absent (For specified user defined number of date in continuation).

m. Effective Working Hours Report (Daily/monthly/Date Range and Department Wise/ Employee Wise): It should be able to generate the report to give the effective working hours of all / selected employees for user defined period of time.

Mode of working:

a.All Biometric devices should be able to work in networked mode. In Network mode the device should be online with the Server hosted on the provider's cloud on real time basis. It should be possible to remotely manage the device and add, delete modify and Synchronize changes from the central PC/Server (administrator) with the device and vice-a-versa seamlessly. In-case of network outage, whenever the connectivity is restored, the system should be capable of the above automatically.

b. Exporting Templates: All devices should have ability to upload/export fingerprint template /RFID Card Enrollment Data to specified attendance Terminals through LAN and self-Programmable facility to update User templates details to selected Terminals, Templates for two fingers for each user should be possible to upload. There should be a facility of auto / manual reconciliation of biometric template across the biometric sensor devices as and when required.

c. Fingerprint Auto Sensor: The device should have ability to sense fingerprint automatically without pressing any button and fire the fingerprint sensor for providing convenience to employee for faster authentication. Button free operation for employees registering the attendance is required. The use of toggling button for out punches and use of different machines for making out-punches should be strictly refrained.

d. Authentication Type: The system should support various authentication media to configure by different security methods such as finger prints, passwords, RF cards and / or their combinations.

e. Fingerprint Enrollment: The system should have the facility to enroll employee fingerprints and upload it to a specific biometric device remotely from the desktop using a USB based handheld fingerprint scanner.

f. The Cloud based hosting facility should be provided by the bidder and the bid thus submitted should include the cost of hosting as a turnkey solution.

Time Management Monitoring Software features:

- The solution should be designed to work for multiple readers/sensors connected on LAN and should be web based.
- All the reports should be available for viewing only to the officials through the web based browser and optionally with an android based mobile App installed in their mobile phone.
- All Enrolments should be with fingerprints and/ or RF cards, depending on selected mode.
- Employee registration should be done by Master creation and allotment of RF card.
- Department verifications should be by employee ID number and biometrics only.
- It should be possible to mark all holidays, in advance.
- Any number of departments and at least 10 overlapping shifts should be possible to be created.
- Reports should be available online with department-wise, category wise and also individual records in periodic, detailed and summary formats.
- The report system should be available with an intelligent active log analyzer.
- The system should be a Complete ONLINE system with immediate automatic updates.
- Transaction from each device should be available with, date, time, machine/location number, etc.
- Printing of employee details & reports in pdf and excel or csv format should be possible.
- At a glance summary reports such as IN/OUT summary for whole month or period of each employee should be available.
- Run time Dash board summary should be available to the administrator to have a detailed view of the count of employees present in the campus at that point of time.

TERMS AND CONDITIONS

(A) ELIGIBILITY CRITERIA FOR TECHNICAL EVALUATION: IISER Pune will shortlist technically qualified agencies on the basis of following parameters/criteria. The following documents should be attached with the Bid; failing which their offer will not be considered by the IISER Pune:

(1) The technical specifications of "Biometric Based AttendanceMonitoring System" are detailed in this running document. The bidder should clearly provide the compliance matrix as details specified in Annexure-I and necessary document in support of the technical information should be attached with the technical bid.

(2) The firm should be in existence for at least three years in trade/business of selling and after sales/maintenance support of Biometric Based Attendance Monitoring System. A documentary proof should be attached with the technical bid.

(3) The bidder should be an OEM or an authorized Dealer of Biometric Based Attendance Monitoring System and a copy of the Authorization Certificate from the OEM/Distributor should be attached with the bid. This is exempted if the bidder is the manufacturer / provider of such system.

(4) The bidder should submit credentials for satisfactory supply, installation/commissioning, maintenance of the Biometric Based Attendance Monitoring System in at least three reputed organizations, each having more than 100 employees, during last three years so as to verify the quality of equipments and after sale service (If required). Copies of purchase orders and certificate of satisfactory service to such organization should be submitted along with bid.

(5) The firm should enclose company profile giving details of infrastructure and technical support group giving their brief CVs.

Note: Agencies which do not fulfill any or all of the above technical parameters/ Conditions or incomplete shall be summarily rejected and will not qualify technically.

(B) GENERAL TERMS AND CONDITIONS:

(1) The bidders are required to quote rates in Indian Rupees.
The rate should be quoted both in words and figures. In case of the any disputes/ambiguity in the rates quoted in words/figures, the higher value quoted either of the two shall be considered for evaluation of the bid. The firm should clearly mention for any taxes etc. if required. Otherwise the rates quoted by the firm shall be considered inclusive of all taxes.
(2) The bidder firm will have to quote comprehensively; failing which their offer will not be considered. No other payments will be made by IISER Pune apart from the one quoted during the contract period.

(3) The registration of all users/employees of the IISER Pune during the commissioning (finger prints/photographuser details etc.) will be the responsibility of the agency installing the equipments. Necessary data in the standard format will be provided by IISER Pune.

(C) Resolution of Disputes: All disagreements, disputes, difference that may arise between the IISER Pune and the Agency which cannot be resolved through mutual negotiations shall be referred to an Arbitrator appointed in accordance with the provisions of relevant Indian Law. The venue of the proceedings and arbitration shall be Pune, Maharashtra, India.

(D) Jurisdiction: The obligations and liabilities arising out of this contract shall be construed in accordance with the laws of Union of India. The Court in Pune, Maharashtra, India shall have the exclusive jurisdiction to try all or any of the disputes.

(E) Notices: Any notice given by one party to the other pursuant to this contract/order shall be sent to the other party in writing or by FAX or e-mail and confirmed in writing to the other party's address specified in the contract 30 days in advance. A notice shall be effective when delivered or on the notice's effective date, whichever is later.

Annexure – I

Sr. No.	Specifications	Compliance		Remarks (if any - possibly supported by documents)
		Yes	**No**	
	Biometric based Attendance Monitoring System with Biometric Fingerprint & RF card sensor/reader Specifications:			
1	Wall mounted fingerprint Sensor: Rugged Optical Fingerprint sensor and Guided message (for Acceptance / Rejection) of the fingerprint;			
2	Resolution:500 dpi or more;			
3	No. of User Registration: min.2000 per user 2 fingers and or with RF Card;			
4	User Authentication Mode: Fingerprint, RF Card:			
5	Authentication Time: < 1 sec / user;			
6	Authentication Rate :-False Reject Rate (FRR): <0.01%; False Accept Rate (FAR): <0.01%;			
7	Display: LCD or superior technology;			
8	Network Communication Mode: TCP/IP LAN Ethernet;			
9	Operation: Standalone as well as network based (to sustain network outage);			
10	Template: ISO/IEC 19794-2 Standard or superior;			
11	RF Card Reader: - High frequency card reader - With proximity of contactless 10 cm distance. - High data integrity - MIFARE Card compatible;			
12	Multi machine connectivity over the network and support server & client feature;			
13	All necessary required accessories to connect with our network;			

14	Handheld Fingerprint Scanner Device for use with Desktop (administrator at IISER Pune Premise) for user enrollment (Template): API for Windows (7.0 and above) platform. Device should be plug and play with any Windows (7.0 and above) without need of any additional license to be deployed;			
15	Operating Temperature: 5 to 50 degree Celsius. Humidity - 15% to 95 % (RH).			
16	The installation of Biometric sensors and allied supporting fixture installation will be done free of cost.			

Biometric Based Attendance Monitoring System with Biometric Fingerprint & RF card sensor/Software Specifications:

Sr. No.	Specifications	Compliance		Remarks (if any - possibly supported by documents)
		Yes	No	
1	Biometric Based Attendance Monitoring system Software available to IISER Pune on Software as a Service (SaaS) basis hosted by the bidder (or third party provider in business contract with the bidder);			
2	Creation of any number of departments (finite);			
3	Possibility to create at least 10 overlapping shifts;			
4	Software should be able to work on a shift scheduled mode, flexible time mode or auto shift mode. Feature of Auto shift assignment to all / selected departmental employees along with standard (Static) scheduled shift assignments to a particular department as a whole;			
5	All biometric sensors devices should have ability to upload/export fingerprint template /RFID Card Enrollment Data to specified attendance Terminals through LAN and self-Programmable facility to update User templates details to selected Terminals;			
6	Facility of auto / manual reconciliation of biometric template across the biometric sensor devices as and when required;			

7	The proposed software must be web based and should work on popular web browsers like Windows Internet Explorer 7.0 & above, Mozilla Firefox, Google Chrome and any other equivalent browsers seamlessly with a secure http connection (https:). The necessary security certificate should be installed on the cloud platform by the service provider / bidder;			
8	The solution shall be highly scalable and flexible in accommodating increased employee strength of IISER Pune in future(Maximum 2000);			
9	Vendor must also operate a help desk remotely that will be available to IISER Pune personnel between 9:00 AM – 5:30 PM Monday to Friday (for the entire contract period with IISER Pune);			
10	Email Notification feature inbuilt with the provided software for generating mail alerts if required;			
11	Basic Minor Customization of the solution as per the need of IISER Pune;			
12	PDF and excel or CSV format report generation and extraction in addition to the web based browser view of the same;			
13	Time attendance report generation adhering to those detailed in the tender document;			
14	The registration of all users/employees of the IISER Pune during the commissioning (finger prints/photograph user details etc.) will be the responsibility of the bidder			

15	The report generation (including web view and /or pdf /excel/csv generation) should be acceptably fast and should be able to generate a specified report for all enrolled IISER Pune staff for approximately one month duration in less than 5 minutes			
16	Run time Dash board summary should be available to the administrator to have a detailed view of the count of employees present in the campus at that point of time.			
17	Every employee have access to software and can view their attendance on-line (12 simultaneous logins)			

TERMS AND CONDITIONS FOR ENQUIRY.

1. Quotation should be SEALED and mention the ENQUIRY NO: DATE and DUE DATE on the envelope.

2. The quotations will be accepted only upto 5.00 p.m. The quotations will be opened in the presence of the representatives, if any, of the quoting firm at 3.30 p.m. on the next working day of the due date.

3. Your offer should be valid for a period of 90 days from the date of opening of the quotations/tenders.

4. Break up of individuals cost of items should be provided.

5. Your rate should include packaging and forwarding charges. In case of quotation F.O.R. destination Insurance should also be covered. The good should be insured in your favor against theft, loss, damage or breakage during transit.

6. We are prepared to consider the offer for the material, either from indigenous manufacturer or of foreign manufacturer or available from ready stock. Any offer to supply on forward Delivery Basis under supplier's own import quota license will also be considered.

7. **We do not accept advance payment terms or payment against documents. See below details of accepted payment terms.**

   Modes of Payment

   Payment will be made directly to the suppliers by NEFT/RTGS after receipt of the goods, tested /inspected and found satisfactory with regard to quality, quantity, and specifications ordered for and after satisfying that the terms and conditions of supply have been fulfilled.

8. Please provide a compliance table with your quotation in the following format:

Item	Specification asked	Specification Quoted for	Departure and remarks

Please provide sufficient technical details with your quotation (in the form of brochures, spec sheets or tech notes) such that every point should be independently verifiable. Marking the details on the accompanying material will be greatly appreciated.

9. The quotations are liable to be rejected if any of the above condition are not complied

10. Printed condition of the tenders/quotations shall not be binding on us.

11. The acceptance of the quotation will rest with the Director, Indian Institute of Science Education and research (IISER) Pune who does not bind himself to accept the lowest quotation and reserves the right to himself to reject or partially accept any or all the quotations received without assigning any reason.