

Request for Proposal (RFP) for

**RFP for the Procurement of Time and Attendance System based on Fingerprint/Face
Recognition/Proximity Card**

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SBI Capital Markets Ltd

Ref: CO/IT/2163

Date: 11-Feb-2022

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Fact Sheet

Item	Description
Method of Selection	T 1 / L1 Bidder
Date of RFP issuance	11-Feb-2022
Last date for Submission of Pre-Bid Queries	17-Feb-2022 All the queries should be received on or before the prescribed date & time, through email only with subject line "<Bidder's Name> - Pre-Bid queries for RFP CO/IT/2163". The queries should be submitted as per the format prescribed in " Annexure D " for Pre-bid Queries".
Issue of Clarifications/Corrigendum	18-Feb-22
Last date and time for Technical Bid/Proposal submission (on or before)	22-Feb-22 (Email)
Date and time for Opening of Technical Bids.	(Closed BID)
Commercial BID (Tentative)	24-Feb-22
Language	Proposals should be submitted in English only.
Bid Validity	Proposals must remain valid up to 60 (Sixty) days from the actual date of submission of the Bid.
Currency(ies)	Currency in which the Bidders may quote the price and will receive payment is INR only.
Name and Address for Communication, seeking clarifications & submission of Proposal	Name: Krishna Prajapati Email: Krishna.prajapati@sbicaps.com Address: SBI Capital Markets, 202, Maker Tower E, Cuffe Parade, Mumbai 400 005

1 Introduction

SBI Capital Markets Ltd. (SBICAP) is India's largest domestic Investment SBICAP, offering the entire gamut of investment of corporate advisory services. These services encompass Project Advisory and Loan Syndication, Structured Debt Placement, Capital Markets, Mergers & Acquisitions, Private Equity and Stressed Assets Resolution.

We are a complete solutions provider offering diversified financial advisory and investment services, innovative ideas and unparalleled execution to our client base across all stages of the business cycle. Our services range from venture capital advisory, project advisory, buy and sell-side advisory, accessing financial markets to raise capital and even restructuring advisory in their turn-around phases.

The purpose of this document is to invite a proposal for **"Time and Attendance System based on Fingerprint/Face Recognition/Proximity Card" for Corporate Office-Mumbai and for regional offices located in New Delhi, Chennai, Kolkata, Hyderabad and Ahmedabad.**

Our Vision

Refresh of existing Time and Attendance System with centralised management.

1 Instruction to Bidders

1.1 Contents of Bid

The bidder shall submit "Technical BID" through email and "Commercial bid" on eTender website. The details will be circulated in due course by our partner "Auction Tiger"

1.2 Bid Format (Annexure and Formats)

A list of formats is provided for the bidder to complete and submit as a part of Technical and Commercial proposal. The bidders have to necessarily complete these formats without altering the formats as provided by the Owner. Lists of such formats are provided below:

Technical Bid Format Contains signed and stamp copies of below formats

1	Bidders Eligibility Criteria and supporting docs in order	2.1 of this RFP Document
2	Bidders Profile	Annexure-A
3	Technology Enablement Form	Annexure-B
4	Client citation	Annexure-C
5	Copy of Pre bid queries with SBICAP response	Annexure-D
6	Acceptance and Deviations if any	Annexure-E
7	Non Price BID	Annexure-F
8	Scope of Work compliance	2.2 of this RFP document
9	Technical Specifications	Annexure-I of this RFP

Commercial Bid Comprises of

1	Commercial Bid	Annexure-G

All documents submitted along with Technical and Commercials bid should be signed and stamped with Authorised Signatory

2 **Payment Schedule**

Sl. No.	Milestone for total One Time Payment
1.	100 % after supply and implementation
2.	100% advance for yearly AMC

BANK GUARANTEE

The selected vendor will be required to submit a Performance Guarantee for an amount calculated @ 10% of the order value for the entire contract period of 5 years in the required format.

2.1 Bidders Eligibility Criteria

Sr. No.	Criteria	Compliance (Yes/No)	Remarks
1	The Bidder should be in a business of supply, delivery installation, of Time and Attendance Systems at least from 5 years		Certificate of Incorporation
2	The bidder should be a company registered in India as per Company ACT 1956. The bidder should have experience of minimum 5 years in servers/storage/Firewall/Backup business in India.		Incorporation Certificate
3	Bidder should have partnership with OEM of the proposed solution.		MAF from OEM of the Solution and all of its components
4	The Bidder should have yearly sales average turnover of minimum Rs. 50 Lakhs during last three financial years and should be profitable		Auditors Certificate Only
6	The Bidder 's Account should not have been declared as a Non-Performing Asset (NPA) in the Books of any bank or financial institution as on 31.03.2019.		Certificate from Bank/ Auditor
7	The bidder must submit an undertaking that no Government / undertaking organizations have blacklisted the bidder for any reason. Past/present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of the Bank)		Undertaking by Bidder.
8	OEM/Bidder must have supplied the proposed solution and its components (of same Make) at least to 2 customers during last 3 years (The bidder must submit PO as supporting documents for the same)		Installation certificate/ signoff reports, copies of purchase orders

9	Bidder should provide only the latest models. Bidder should ensure that the spares required for Servers/Hardware are available for at least next 5 years.		Self-declaration

2.2 Scope of Work

Sl. No.	One Time Scope of Work	Compliance (Y/N)
1.	The selected bidder should supply, install, commission the Time and Attendance solution based Biometric/Face Recognition/Proximity Card across all SBICAP offices in India. The solution should include Application Software and necessary hardware with system software to integrate with our HRMS software	
2	The successful Bidder should provide perpetual License for the proposed solution. The proposed solution (hardware/software) should support minimum 3000 user license/registration on a single device through FP/FR/CARD. All necessary licenses should be provided in the commercials.	
3	The bidder shall provide 3+2 years warranty for the proposed software/hardware solution. Th warranty shall be comprehensive, and bidder shall replace the hardware in case of any technical/hardware issue with device during warranty period. The bidder shall replace the faulty device as per the SLA during warranty and AMC period.	
4	SBICAP shall conduct VAPT audit from third party on the proposed software. The bidder is required to close all the observation reported in security audit during warranty period of 3 years.	
5	The bidder shall provide Technical, Architecture and Solution document in the SBICAP Technology enablement form enclosed in Annexure-xx	
6	The bidder shall provide SOPs for User Registration/Deregistration/Software installation and configuration and for any other component proposed.	
7	The successful bidder shall enrol users at all location for FP/FR/Cards- 2 day camp	
8	Hands-On training for application software	
9	The successful bidder shall analyse existing proximity cards of SBICAP and configure with proposed solution if compatible. In case of any non-compatibility the bidder shall provide minimum 600 Proximity cards and	

	the same should be included in the commercial proposal	
	Scope of work for Annual Maintenance Contract	
1	The bidder shall provide onsite/offshore support to all SBICAP locations for any problem related to software/hardware.	
2	The bidder shall provide unlimited telephonic support during warranty and AMC period.	
2	The bidder shall reconfigure the software and restore the backups	
3	The bidder shall replace the hardware in case of any technical/hardware issue with device during AMC contract period	
4	The bidder shall close the audit observations (VAPT) during AMC contract period.	
5	The bidder shall update all SOPs during AMC contract with version control details	
6	The warranty/AMC shall cover all the software updates and product enhancements entitlement for SBICAP. The bidder shall configure the features based on SBICAP requirement during warranty/AMC period	

Technical Specifications

Annexure-I

Sl. No	Specification	Remark	Compliance (Y/N)
1	The solution should support Biometric/Face Recognition/Proximity cards on a single device.		
2	The proposed solution hardware/software support minimum 3000 faces capacity, 3000 fingerprints capacity, and Max.3000 cards on a centralized console and on each hardware device		
3	The proposed solution should provide hardware Face Recognition Terminal with min. 4.3-inch LCD touch screen, 2 Mega pixel wide-angle lens, built-in fp/card reading module		
4	The proposed solution should provide Two-way audio with client software, indoor		

	station, and master station Supports TCP/IP		
5	The proposed solution should provide administration console based on web client supporting chrome, IE etc.		
6	The proposed solution should provide a facility for user registration and deregistration using web console		
7	The proposed solution should provide facility to delete users from all the hardware once deleted from software console. The profile containing FP, CARD, FR should get deleted with a single click.		
8	The proposed solution should provide seamless user registration for FP/CARD/FR and the same should get replicated to all other devices across the locations.		
9	The proposed solution should provide centralized management		
10	The proposed solution should have administrative privileges for role base access like Full Admin, User Registration, User De Registration etc.		
11	The proposed solution should support Face recognition. Distance: 0.5 m to 1.5 m and should detect the FR/BIOMETRIC/CARD less than 0.2 seconds/user		
12	The solution should provide Accuracy rate \geq 99%; IP65 for FR/FP/CARD		
13	The proposed solution should support LAN/WIFI facility 10/100		
14	Th proposed solution should support Supports ISUP5.0, ISAPI		
15	The solution should support SDK; ISUP; ISAPI; HTTPS; HikCentral Pro OpenAPI; Hik-ProConnect OpenAP		
16	The solution should get integrate with Door Open/Close functions		
17	The solution should have facility to configure door access with specific users for		

	sensitive areas like data center		
18	The solution should support Face Anti Spoofing, Audio prompt support with customization, Time synchronization with SBICAP NTP server.		
19	The solution should support surface mounting		
20	The solution should support basic reports like IN/OUT time for end users. PLS provide the details in remark column for default reports provided		
21	The solution should have built-in battery backup		
22	The solution (software/hardware) should not be end of life at least for the period of 5 years from the date of sign-off		
23	The proposed software should be pre-audited (security audit) by OEM and should be free from malware		
24	The solution should be based on SQL database and bidder shall provide integrating with our HRMS.		
25	The bidder shall guide us SBICAP for backing up users FP/FR/Card data including database backup. SBICAP is using professional backup software for daily backup. The admin console should provide facility to back up the data with a single click which will be used for application restoration and database restoration with minimal downtime.		

2.3 Service Level Expectations & Agreement

The Severity Levels described in the following table would be used to categorize Support Request. The severity levels will be assigned initially by SBICAPS and the same would be validated by the BIDDER AMS team.

Severity	Characteristics
Critical (1)	<ul style="list-style-type: none"> Hardware Failure, Data Breach/Virus attacks etc

Severity	Characteristics		
High (2)	■ Registration issues, Software issues		
Normal (3)	■ Reports Related issues		
Uptime	99.5%		
Severity Level	Target Response Time	Proposed Solution / Work-Around Time	Penalty for non-adherence
Critical (1)	4 Business Hour	12 Business hours	5% of AMC cost
High (2)	24 Business Hour	48 Business hours	2 % of AMC cost
Normal (3)	3 Business Day	72 Business hours	1% of AMC cost

2.4 Terms and Conditions

Installation Locations

S/N	Location and Address	Approx No. of Users
1	Corporate Office Mumbai 202-Maker Tower, Cuffe Parade, Mumbai- 400005	350
2	New Delhi 4th Floor, 4th Floor, Sood Towers 25, Barakhamba Road, New Delhi- 110 001	120
3	Chennai First Floor, State Bank Building, 157 Anna Salai, Chennai - 600 002	40
4	Kolkata 1, Middleton Street, Jeevandeep Building, 9th floor, Kolkata - 700 071	30
5	Ahmedabad Zodiac Avenue, 4th Floor, Netaji Road, Opposite Mayor's Bungalow, Near Law Garden Ahmedabad - 380 006	3
6	Hyderabad 1st floor, SCAB Building, Beside CPPC, SBI Local Head office, Bank Street, Koti, Hyderabad - 500 095	3

Period of Contract

5 Years (3 years' upfront warranty+2 year AMC)

Evaluation Method: -

70% Score for Technical and 30% for Commercial BID. Basic average score L1 bidder will be selected. SBICAP reserves all the rights to cancel the bidding process and will not bind to advance the order to lowest Bidder. SBICAP will evaluate technical bid based on but not limited to below key results areas: -

- a) Ability of the proposed Biometric Solution to meet functional requirements outlined in this document mentioned in ***Annexure-I***
- b) Compliance with technical specifications laid down in the RFP.
- c) Bidder /subcontractor's support facilities.
- d) Project management capabilities of the Bidder.
- e) Availability of Managed Services Centre
- f) Customer Feedback
- g) Public forums and feedback from SBI Group companies
- h) Bidder profile

Patent Rights

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc., arising from the use of the Goods or any part thereof in India, the Vendor shall act expeditiously to extinguish such claim. If the Vendor fails to comply and the SBICAP is required to pay compensation to a third party resulting from such infringement, the Vendor shall be responsible for the compensation to claimant including all expenses, court costs, lawyer fees etc. The SBICAP will give notice to the Vendor of such claim, if it is made, without delay. The Vendor shall indemnify the NACER against all third party claims.

Delivery, Installation & Penalty

The successful bidder should complete the delivery, installation of devices within 8 weeks from the date of PO. SBICAP reserves the rights to cancel the PO if hardware is not delivered within 8 weeks. **Penalty of 100/- per week** will be applicable for delivery and commissioning beyond 10th week.

Termination

SBICAP reserves the right to cancel the entire / unexecuted part of Purchase Order at any time by without assigning appropriate reasons in the event of one or more of the following conditions:

- a) Non-satisfactory performance of the Vendor during implementation and operation.
- b) Failure to integrate / implement the project as per the requirements.
- c) Serious discrepancies noted in the implementation of the project.
- d) Breaches in the terms and conditions of the Order.
- e) The vendor or his contractors are found to be indulging in unfair practices/committing frauds.
- f) The vendor becomes bankrupt / insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the SBICAP.

Termination of AMC Contract

60 day's advance notice