



**SBI INRA MANAGEMENT SOLUTIONS PVT. LTD.**

**TENDER DOCUMENT (Volume-1)**

**FOR**

**REQUEST FOR PROPOSAL (RFP)**

**FOR**

**SUPPLY, INSTALLATION, TESTING AND COMMISSIONING  
OF FLAP BARRIERS WITH FACE/BIOMETRIC/CARD BASED  
ACCESS CONTROL SYSTEM AT SBI, LHO, LUCKNOW**

**CLIENT:**

**SBI, Local Head Office,  
8th Floor,  
Moti Mahal Marg, Lucknow-  
226001**

## **Notice Inviting Tender : TENDER ID : LUC201909054**

SBI Infra Management Solutions Pvt. Ltd. on behalf of State Bank of India invites online Tenders from the Contractors for the **REQUEST FOR PROPOSAL (RFP)FOR SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF FLAP BARRIERS WITH FACE/BIOMETRIC/CARD BASED ACCESS CONTROL SYSTEM AT SBI, LHO, LUCKNOW.**

Details of tenders are as under:

1.	Name of Work	:	<b>REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF FLAP BARRIERS WITHFACE/BIOMETRIC/CARD BASED ACCESS CONTROL SYSTEM AT SBI, LHO, LUCKNOW</b>
2.	Time allowed for Supply	:	<i>45 days from date of handing over of the site.</i>
3.	Earnest Money Deposit	:	<b>Rs. 50,000/- (Rupees Fifty Thousand)</b> <i>in the form of Demand Draft or Bankers' Cheque in favour of <b>State Bank of India</b> payable at Lucknow drawn on any Bank in India.</i>
4.	Initial Security Deposit	:	<i>2% of the total value of the contract including Earnest Money.</i>

5.	Cost of Tender Documents	:	<p><b><u>TENDER ID : LUC201909054</u></b></p> <p><i>A non-refundable amount of Rs. 3000/- (Rupees Three Thousand only) in form of Non refundable fee online deposit through State Bank Collect(SB Collect). The print out of the receipt should be submitted with the technical bid of the tender failing which tender shall be rejected. Process for tender fee submission is as under:</i></p> <p><i>2) Open website <a href="http://www.onlinesbi.com">www.onlinesbi.com</a> &gt; Select SB Collect from Top Menu, click the check box and "Proceed"</i></p> <p><i>3) Select "All India" in "State of Corporate/Institution" &amp; Select "Commercial Services" in "Type of Corporate/Institution" then "Go"</i></p> <p><i>4) Select "SBI Infra Management Solutions pvt. Ltd" in Commercial Services Name and "Submit"</i></p> <p><i>5) Select "Tender Application Fee" in "Payment Category" and enter the "Tender ID" exactly as given in first page top of this tender(characters in uppercase Only).</i></p> <p><i>6) Fill up all fields such as email, GST No., Mobile No, Vendor/Firm Name etc and make payment.</i></p> <p><i>7) Enclose payment receipt having unique reference No. along with EMD.</i></p>
6.	Tender Start date	:	<u>04/10/2019</u>
7.	Last date and time of receipt of Tenders	:	<b><u>24/10/2019 upto 3.00 p.m.</u></b>

8.	Address at which the Tenders are to be submitted	<p>: <b>24/10/2019 at 3.00 p.m.</b>  <b>Technical Bid: shall contain</b>  <b>(TENDER FEE RECEIPT + duly stamped &amp; signed NIT) to be submitted in hard copy</b>  <b>SBI INFRA MGMT. SOL. PVT. LTD.</b>          Circle Office, Lucknow          Contact: +91-9810925484          ईमेल: sbiims.luc@gmail.com          SBI, Local Head Office, 6<sup>th</sup> Floor,          Email: sbiims.luc@gmail.com          Moti Mahal Marg, Lucknow- 226001</p> <p><b><u>INDICATIVE PRICE BID ANNEXURE 1 A:</u></b>  <b>24/10/2019 at 3.00 p.m.</b>  <b>to be submitted at</b> address as above</p> <p>Sealed envelope duly filled with rates in ANNEXURE-I A of this notification. Indicative price bid of only those firms's will be opened, who are qualified in technical bid. Purpose of inviting indicative price bid is only to finalize the reserve price for e- reverse auction. However actual lowest bidder will be decided through e-reverse auction. At the end of reverse auction process, the lowest Bidder (L1) will be selected on the basis of Total Price, including taxes but excluding applicable GST.</p> <p>Vendor has to submit <b>indicative price bid (Annexure-IA)</b> with technical bid. indicative price bid has been invited only to finalize the reserve price for e- reverse auction event. However actual lowest bidder will be decided through e-reverse auction.</p> <p><i>Example:</i>          The total amount mentioned in <b>indicative price bid</b> is <b>Rs.20 Lakh</b>(say for an example), but the final <b>L-1 amount quoted by the contractor through e-Reverse Auction</b> is <b>Rs.18 Lakh</b>(say for an example).Then the multiplying factor 'K' for L-1 vendor will be calculated as under:  <b>Ratio K = (Total amount quoted by the lowest bidder through reverse auction process) / (The amount quoted in indicative price bid).</b>          Multiplying Factor for each item rate (K) = Rs.18 Lakh /Rs.20 Lakh = 0.9.          The item wise final price to be confirmed by the vendor shall be as under:          Final Item Rate = K*(R)          Sl. Rate Qty. Amount (K*R*Qty.)          1. Rs.200 X 0.9 600 Rs.108000/-          2. Rs.250 X 0.9 700 Rs.157500/-          3. Rs.300X 0.9 200 Rs.54000/-, etc.          Total amount worked out after e-Reverse Auction will be the sum of all items' amounts of work schedule calculated as above.</p>
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9.	Date and time of opening of Tenders in presence of firm's representatives.	:	<b><u>24/10/2019 upto at 3.30 p.m.</u></b>
10.	Place of opening Tenders	:	<b>SBI INFRA MGMT. SOL. PVT. LTD.</b> Circle Office, Lucknow Contact: +91-9810925484 ईमेल: sbiims.luc@gmail.com SBI, Local Head Office, 6 <sup>th</sup> Floor, Email: sbiims.luc@gmail.com Moti Mahal Marg, Lucknow- 226001
11.	Defects Liability Period	:	<i>2 years from the date of handing over of the project to the satisfaction of Bank.</i>
12.	Validity of Offer	:	<i>90 days from the date of opening the Tenders.</i>
13.	Liquidated Damages	:	<i>At the rate of 0.5% of the Contract Value per week which subject to a maximum of 5% of the accepted Contract Value.</i>
14	Service provider details		<p>e-Procurement technologies Limited, Ahmedabad.</p> <p>1. Salina Motani:- 079-68136843, <a href="mailto:salina.motani@eptl.in">salina.motani@eptl.in</a></p> <p>2. Jaymeet Rathod:- 079-68136829, <a href="mailto:jaymeet.rathod@eptl.in">jaymeet.rathod@eptl.in</a></p> <p>3. Kanchan Kumari:- 079-68136820, <a href="mailto:kanchan.k@eptl.in">kanchan.k@eptl.in</a></p> <p>4. Vinayak Khambe:- 079-68136835, <a href="mailto:vinayak.k@eptl.in">vinayak.k@eptl.in</a></p> <p>5. Anshul Juneja:- 079-68136840, <a href="mailto:anshul.juneja@eptl.in">anshul.juneja@eptl.in</a></p> <p>6. Nandan Valera:- 079-68136843, <a href="mailto:nandan.v@eptl.in">nandan.v@eptl.in</a></p> <p>7. Hemangi Patel:- 079-68136852, <a href="mailto:hemangi@eptl.in">hemangi@eptl.in</a></p> <p>8. Nadeem Mansuri:- 079-68136853, <a href="mailto:nadeem@eptl.in">nadeem@eptl.in</a></p> <p>9. Deepak Narekar:- 079-68136863, <a href="mailto:deepak@eptl.in">deepak@eptl.in</a></p> <p>10. Sujith Nair:- 079-68136857, <a href="mailto:sujith@eptl.in">sujith@eptl.in</a></p> <p>11. Devang Patel:- 079-68136859, <a href="mailto:devang@eptl.in">devang@eptl.in</a></p> <p>Primary Contact Numbers :- +91-9081000427, 9904407997</p> <p>Alternate Contact No.:- Mr. Dinesh Pamwani :- 079-68136889, 6354919567, <a href="mailto:dinesh.p@auctiontiger.net">dinesh.p@auctiontiger.net</a></p>

**Mode of Submission of Tender:** The tender shall be submitted online.

Envelope containing EMD, indicative price bid and technical bid shall be submitted in the office of **SBI INFRA MGMT. SOL. PVT. LTD.** Circle Office, Lucknow Contact: +91-9810925484 ईमेल: sbiims.luc@gmail.com SBI, Local Head Office, 6<sup>th</sup> Floor, Email: [sbiims.luc@gmail.com](mailto:sbiims.luc@gmail.com) Moti Mahal Marg, Lucknow- 226001 **ON OR BEFORE 3.00 p.m. on 24/10/2019 .**

Envelope containing Earnest Money Deposit along with Covering Letter and Cost of Tender Document, will be opened, if the Earnest Money Deposit or Cost of Tender Document is not found as prescribed, the tender shall be rejected.

In case the date of opening of tenders is declared as a holiday, the tenders will be opened on the next working day at the same time. State Bank of India has the right to accept / reject any or all tenders without assigning any reason.

**SBI Infra Management Solutions Pvt. Ltd. (SBIIMS)**

**SIGNATURE OF THE TENDERER**

**REQUEST FOR PROPOSAL (RFP)  
FOR  
SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF FLAP BARRIERS WITH  
FACE/BIOMETRIC/CARD BASED ACCESS CONTROL SYSTEM AT SBI LHO LUCKNOW**

**SCHEDULE OF EVENTS:**

<b>Event</b>	<b>Date</b>	<b>Time</b>
1. RFP uploading on SBI site in PDF format	05/10/2019	
2. RFP publishing in Newspaper in Hindi, English.	10/10/2019	
3. Pre-bid meeting and Site Survey at LHO, LKO	17/10/2019	1500 hrs
4. Submission of the Tender by the Bidder, on or before	24/10/2019	1500hrs
5. Opening of the Technical bid	24/10/2019	1530 hrs
<b>6. E-Reverse auction/ e-bidding/ E-Bidding.</b>	<i>Will be advised later</i>	

(State Bank of India reserves the right to change the above schedule at its discretion.)

## **1. GENERAL**

### **1.1 Background**

State Bank of India (SBI), Local Head Office, Lucknow, intends to install Flap Barrier with Face/Biometric/Card Based Access Control System at State Bank of India, Local Head Office, MG MARG, Lucknow– 226001, Uttar Pradesh.

The bidder shall be responsible for supplying, installation, testing and commissioning before finally handing it over to the bank.

Since the security system involves both entry and exit installations which are to be integrated, bidders are advised to survey the site to understand on ground requirements of the bank. All related drawings and documents submitted by the bidder shall become Bank's property to be dealt with as the Bank deems fit.

### **1.2 Scope of document**

The scope of this document is a Request for Proposal (RFP) for supply, installation, integration, commissioning and certification of the above proposed system.

## **2. RESPONSE TO REQUEST FOR PROPOSAL (RFP)**

**Response to this RFP shall be submitted in an offer, which shall contain the following information:**

2.1. The Bidder shall provide an overall technical detail and description of the proposed system, identifying salient features and functions that include design proposal with layouts, diagram, etc.

2.2. The Bidder shall present a comprehensive description of the architecture and configuration of the proposed system.

2.3. The Bidder shall indicate compliance to each paragraph of this RFP. Any additional information required for supplementing the stated compliance shall be furnished separately.

2.4. The Bidder shall indicate the measure of compliance and reply each paragraph and subparagraph of this RFP using the same numerical order and sequence. While preparing the compliance report, if the Bidder feels that additional information would be required for enabling full

understanding of the Bidder's offer, such points should be supplemented by additional description information.

2.5. Any functions or features not specifically mentioned herein, but which may be necessary for the completeness and efficient performance of the system as an operating entity, shall be indicated by the Bidder and added to the proposed solution and cost indicated.

2.6. Should additional features or facilities be provided or be available as optional extras, these shall be explained in detail indicating any price variation.

2.7. Should deviations from the specifications be proposed, these shall be explained in detail indicating any benefit by the Purchaser.

2.8. Price of any item or feature not offered by the Bidder as part of basic configuration shall be indicated separately.

2.9. The bidder shall clearly indicate the country of origin, manufacturer of the equipment.

2.10. Third party equipment offered, as system integrator must be indicated.

2.11. The bidder shall provide engineering rules/guidelines for dimensioning the capacity of the network components.

2.12. At the time of installation and commissioning, Selected Bidder must provide comprehensive documentation of system deployed including diagrams, labeling, schematics, configuration etc.

2.13. Bidder shall submit Technical bid by sending it in a sealed envelope to the address given in this RFP document.

2.14. The selected final bidder must provide a project execution plan with a technical proposal.

2.15. If the bidder is original equipment manufacturer of the **proposed make** (as per the RFP document) of the system or a subsidiary company of a manufacturer company for such system, proof for the same must be provided.

2.16. If the bidder is authorized supplier of the **proposed make** (as per the RFP document) of equipment, it shall have back-to-back agreement with each of the equipment Manufacturer, so that direct support for maintenance, spares and upgrades is available for a period of 6 years. The bidder should submit the authorization Letter from the principal / Original Equipment Manufacturer (**OEM**) whose products are proposed.



2.17. The Manufacturer of the equipment must have a sound and well documented Quality Framework.

2.18. The products proposed by the bidder should be **UL** certified, wherever applicable. Thereaders & controllers should be **UL294 & UL 1076**. Software should be UL ISO 9001:2007 & UL ISO 27001. Proof of the same is required to be provided by the bidder.

2.19. The network cabling related to the access control system should be installed as per the structured cabling standards and should carry a warranty of 6 years. A certificate to this effect should be submitted post implementation. The cable routing diagram of the all the systems to be installed shall be provided to the bank.

2.20. Testing and Certification: The bidder shall arrange to provide testing and certification of the complete system to be installed(Format).

2.21. The bank may arrange for the third party inspection of the products/equipment provided (as per the RFP document) for the system to be installed for its meeting the entire RFP criterion. The bidder who wins contract shall provide all the possible assistance in this process. In case it is found that the equipment/hardware/software supplied is not as per given brands/specifications, SBI will take a suitable action as would be deemed fit.

### **3. ELIGIBILITY CRITERIA:**

- a. The Bidder should be a manufacturer of repute or a channel partner/ authorized dealer of the given brands dealing in the category for which TENDER (RFP) is being submitted. It should be registered in India under the Companies Act of 1956/2013 or any other act as applicable. (Please attach certificates & testimonials) or affidavit of ownership in case of proprietorship )
- b. The bidder should have an average Annual Turnover of not less than **Rs12,00,000/-only (RsTwelve Lakh only)** for the past three years i.e. 2016-17, 2017-18 and 2018-19 ending 31<sup>st</sup> March of the concerned financial year. Besides the above, the bidding company should be in profit during the past three consecutive years. **Please attach Profit & Loss statement and turnover certificate duly certified by a Chartered Accountant for the past three years. In the absence of certified Balance sheet the TENDER (RFP) application will be summarily rejected.**
- c. The bidder should have all statutory registrations like GST and PAN etc. and shall submit the proof for the same.

- d. **The Bidder must have adequate infrastructure/should be in a position to establish infrastructure (if required by the Bank) in terms of office, workshop and technically qualified staff for the job to be executed at LUCKNOW.**
- e. The Bidder must have facility and infrastructure at LUCKNOW to undertake work at short notice and also in emergency at any time of the day after issue of work order and during warranty and AMC period.
- f. The bidder should have past satisfactory experience of Supply, installation, Testing and commissioning of the related security systems for which the TENDER (RFP) is being submitted. The work should have been preferably carried out in reputed public/private sector organizations for which the bidder must submit both, work order copy and its satisfactory completion certificates.

**A copy of the satisfactory completion certificate issued by the organization, for which the work has been executed, must essentially be submitted, in the absence of which TENDER (RFP) application will be summarily rejected.**

- g. Bidder shall furnish documents evidencing and establishing the bidder's eligibility to supply the material by means of a legally enforceable Back to Back Support Certificate for a period of six years from the Original Equipment Manufacturers (**OEM**), besides, brochures, literature, drawings etc, in support of goods being offered should also be attached. **In the absence of Back to Back support certificate for the desired period, the TENDER (RFP) application will be summarily rejected.**
- h. The bidder should submit the authorization Letter from the principal / Original Equipment Manufacturers (**OEM**) whose products are proposed.
- i. The Bidder should either be the original equipment manufacturer of the proposed system or a subsidiary company of a manufacturer company for such system or an authorized dealer / channel partner of a manufacturer, of the proposed system. Authorized dealership certificate from the original manufacturer must essentially be submitted, wherever applicable.
- j. The Manufacturer/authorized dealers of the equipment must have a sound and well documented Quality Framework.
- k. The Bidder shall submit latest Bank Solvency Certificate from any Nationalized or scheduled bank for at least **Rs 15 Lakh**.
- l. The commercial bidding process will be through **e-procurement (e-reverse auction/ e-bidding/e-bidding)** process. The online reverse auction/ e-bidding shall be conducted by E-Procurement Technologies Pvt. Ltd, Ahmedabad who has been authorized by the Bank to conduct the e-bidding process. The short-listed bidders will be trained by E-Procurement

Technologies Pvt. Ltd for this purpose, and they should also be willing to abide by the E-business rules framed by the Bank in consultation with E-Procurement Technologies Pvt. Ltd. In this connection, the vendors should sign the business rules documents prescribed by the above agency and the Bank. All the bidders participating in this reverse auction/ e-bidding process should have valid **digital signature of respective category** and confirmation to this effect should be given in the declaration form as part of Compliance Statement given in **Annexure 'E'** to the document

**Note: Please submit photocopies of documents in support of the eligibility criteria as per Check List at Appendix-1**

#### **4. SELECTION PROCESS:**

##### **4.1 Evaluation of Technical Bid**

- a. **Bidders not fulfilling the eligibility criteria / not submitting the supporting document as per check list at Appendix-01 will not be considered and their TENDER (RFP) application will be summarily rejected.**
- b. Bank will evaluate the TENDER (RFP) applications based on the Eligibility criteria set forth as stated above and submission of documents as per check list at **Appendix-01**.
- c. Bidders who qualify eligibility criteria will be considered for participation in the presentation and demonstration of their products in a place/date as determined by the bank. The bidder shall be informed of the same. Each bidder shall be given 10 minutes for the Power Point presentation related to the features of the product offered, its technical specification etc.

##### **4.2 Evaluation of Commercial Bids Through E-Reverse auction/ e-bidding/e-Bidding:**

- a. The shortlisted bidders shall deposit an amount of **Rs 50,000/ (Rs Fifty Thousand only)** before participating in the e-bidding process, as Earnest Money Deposit amount in form of a demand draft payable at LUCKNOW in favor of the "AGM (P&E) SBI, LHO LUCKNOW". The amount shall remain with the bank till the completion of the e-bidding process and later will be treated as a part of performance guarantee deposit of the L1 bidder. **In case the L1 bidder backs out and refuses to work, the security amount so deposited shall be forfeited and the bidder will be debarred from taking part in the future security equipment tenders floated by the bank for its Lucknow Circle branches.** The unsuccessful bidders shall get their EMD refunded by the bank without interest after finalization of the tendering process.
- b. **L1 bidder** shall be decided through **e-procurement (e-reverse auction/ e-bidding)** reverse auction/ e-bidding process through internet. Shortlisted bidder shall be intimated in due course of time.

- c. Price quoted through the process of reverse auction/ e-bidding will be firm for the entire contract. Excluding GST / Other Taxes.
- d. The L1 amount shall include the complete cost of the project, implementation cost i.e. all cost involved till the time of testing and satisfactory handing over the complete system to the purchaser i.e. the State Bank of India, Local Head Office, Lucknow.
- e. Bank will not enter in any correspondence or communication with the unsuccessful bidders.
- f. Bank reserves the right to reject any or all offers without assigning any reasons thereof.

## **5. INSTALLATION, TRAINING & DOCUMENTATION:**

5.1. The Bidder shall offer in-depth training to the control room staff and also provide one technical engineer at LHO to provide maintenance and operating support 24x7 on the offered solution according to the following:

- a) The training shall be conducted by the vendor within the LHO premises.
- b) This will cover the operation and administration of the system.
- c) Hands on training and configuration should be provided by the vendor.
- d) Provide supervisory specialist and technicians at the job to assist in all phases of system installations, start up and commissioning.
- e) For the above purpose a technically qualified person shall be deputed to this office by the Vendor for a suitable duration of time.

## **6. DELIVERY AND IMPLEMENTATION:**

6.1. Delivery period for the system shall be explicitly stated. The Bidder may state the shortest delivery time from the date of purchase order. The maximum time limit for installation of the system will be 45 days from the date of purchase order.

6.2. The implementation shall be on a turnkey basis and the Bidder shall submit implementation plan for the full system including systems, applications, and training to be in ready for service condition.

**Bidder to submit the following documents / confirmations along with bid documents.**

- a) Bidder must submit separately clause wise confirmations on the technical specifications.
- b) Bidder must specify Make and Model for all the items offered. The bidder must ensure & give a specific confirmation in writing that the equipment being quoted by them is the latest in terms of technology. Certificate to this effect is required to be furnished by the bidder duly counter-signed by Original Equipment Manufacturers (OEM).

## **7. MAINTENANCE AND SUPPORT:**

7.1 The Bidder shall indicate the onsite warranty period offered for all the products in the proposed solution. Details shall be given of the support available during the warranty period that succeeds the commissioning of solution.

7.2 The bidder will have to provide a warranty for a minimum period of Two years and shall be liable to undertake the comprehensive annual maintenance contract for the supplied equipment for a further period of four years. The AMC charges for 1<sup>st</sup> year (after the warranty period of 2 years) will be 5% of the net value of the contract, for 2<sup>nd</sup> year 6%, for 3<sup>rd</sup> year 7% and for the 4<sup>th</sup> year it will be 10%. The payment will be made on completion of the quarterly period on pro-rata basis.

7.3 The Bidder shall offer various options for contracts of maintenance to cover the maintenance of all the offered products in the solution for 4 years after expiration of Warranty period of 2 years. Details of each service and expected deliverables shall be clearly highlighted.

7.4 The Bidder shall clearly state the magnitude of the Bidder's presence in LUCKNOW to provide 24x7 post implementation support.

7.5 24x7 Comprehensive Service Level Agreements (SLA) or 4 Year Annual Comprehensive Maintenance Contract to be provided. **Successful bidder will essentially have to enter into Comprehensive Annual Maintenance Contract (Appendix-2) for a minimum period of four years for maintenance of the system installed by them after the expiry of the warranty period of two years as mentioned in the Warranty Agreement. (Appendix-3).**

## 8. CLARIFICATIONS:

8.1 Queries regarding this TENDER (RFP) shall be rectified during the Pre-Bid meeting.

8.2. The Bank will not be responsible for delayed submission or any damage in sealed cover of the tender application in transit in case of Postal /courier delivery. The Tender Document must be downloaded from [www.statebankofindia.com](http://www.statebankofindia.com) OR [www.sbi.co.in](http://www.sbi.co.in) under procurement news.

8.3 No Technical bid shall be accepted through e-mail.

## 9. SUBMISSION OF BIDS:

9.1 The complete Tender (RFP) document duly signed on each page shall be submitted under a covering letter mentioning total page nos. in a **sealed envelope** clearly marked in bold capital letters **"TENDER FOR INSTALLATION OF FLAP BARRIER WITH FACE/BIOMETRIC/CARD BASED ACCESS CONTROL SYSTEM AT SBI LOCAL HEAD OFFICE LUCKNOW"** on or before 24/10/2019 by 1500 hrs at the following address and will be opened on the same day at 1530 hrs. In case if 24/10/2019 is declared a holiday, then the Tender will be collected till 1400 hrs on the next working day.

9.2 As acceptance of terms and conditions of tender, all pages should be serially numbered and duly signed by the authorized signatory.

## ADDRESS:

### SBI INFRA MGMT. SOL. PVT. LTD.

Circle Office, Lucknow

Contact: +91-9810925484

Office, 6<sup>th</sup> Floor,

Email: [sbiims.luc@gmail.com](mailto:sbiims.luc@gmail.com)

ईमेल: [sbiims.luc@gmail.com](mailto:sbiims.luc@gmail.com)

SBI, Local Head

Moti Mahal Marg, Lucknow- 226001.

## SYSTEM REQUIREMENTS

### 10. REQUIREMENTS

We need two types of access control system:

10.1. Two Lanes specifically for our staff and outsourced employees i.e. to entry in the building based on three authorization levels i.e. Face/Biometric and contact less Smart Card having reader at both sides of Flap Barrier so that the same speed lane can be used for both entry and exit.

10.2. One Lane for visitors whom we wish to control in terms of access to the building complex, prohibiting entry to restricted areas. Only the contact less smart card should be used having reader at both side so that the same speed lane may be used for both entry and exit.

10.3. In future we would like our staff to be able to use this card for the traffic management system.

10.4. The system should have ability to block the card of employees / outsourced employee's registration in case of their transfer / retirement from the service or any other condition.

10.5. Provisions shall be made to prevent *tailgating* / *piggybacking* by means of an alarm.

10.6 provisions should also be made to prevent *pass-back*.

## **11.SCOPE OF WORK**

11.1. The Scope of Work shall include supply, delivery at site, unloading, any other services associated with the delivery of equipment and installation, cabling, commissioning, software optimization/customization, providing Warranty /Post Warranty services for the equipment and any other related accessories/services for the complete installation and commissioning of system.

11.2. The Face/Biometric finger-print and contactless smart card reading device shall be installed along with the Flap barriers to be installed for both ingress as well as egress.

11.3. Successful authentication by either the smart card or the finger print reader should only allow access to staff / out-sourced employee.

11.4. The system should have the ability to generate report of entry and exit of each person in the format as specified by the Bank.

11.5. The access control data should be available only to the authorized personnel and it should be encrypted and un-editable.

11.6. The system should have room for expansion in future.

11.7. The entry through the lift lobby of ground floor should require special authentication. The identified ingress and egress points in this mentioned floor/area shall also have Face/Biometric finger-print and contactless smart card reading device.

11.8. The system should have the ability to change access rights but only through authorized personnel.

11.9. The same cards should be able to work for all of the above as and when the bank decides to add new services.

11.10. One of the speed-lanes out of the three on the ground floor lift lobby would be exclusively meant for visitors. Visitors to the Local Head Office would be allowed ENTRY through a master card which shall be physically manned by an authorized guard after verifying gate pass issued at the reception.

11.11. Speed-lanes meant for visitors should also allow ingress or egress to staff / outsourced employees.

11.12. We currently have an estimated 600 various staff members and 100 outsourced employees working in the building. Average number of visitors in the building is 200 / day.

11.13. The system should be programmable for multiple entries, the records of all of which should be available for every individual (staff/outsourced employee/visitor) for a period of 180 days, beyond which the records could be overwritten. However, for the staff and outsourced employees, the first entry and the last exit for the day should be taken in to account for registering the

attendance. An alert should be generated on the 175<sup>th</sup> day onwards for backup to be taken by the concerned monitoring staff.

11.14. Card issuance process should have an authorization system that will prevent a card being issued / printed until authorizations have been completed.

11.15. Temporary access system should be available after proper authorization.

11.16. Overriding features should be available to take care of unexpected circumstances such as auto release of door lock opening or speed-lane opening up in case of an emergency.

11.17. The system should be able to integrate with the fire alarm system and should deactivate all access points in the outward direction.

11.18. The vendor has to provide the services of a facilitator/administrator/technician at SBI LHO Lucknow on all working days of the month for maintaining the Flap Barrier with Face/Biometric/Card Based Access Control System, for preparing of ID Cards for staff members posted at LHO Complex and generating daily attendance report.

11.19. For preparation of ID Cards for staff members at SBI LHO complex, the vendor has to arrange for Blank Cards, Ribbon (as per sample provided by the Bank) and Card holder (as per sample provided by the Bank) during the entire period of contract period of 6 years.

11.20 The facilitator/administrator/technician has to ensure timely enrolment of face/finger templates of staff members and their ID Cards into the Face/Biometric-cum-Card readers.

11.21. The daily attendance report in a specific format has to be forwarded to all department heads through auto-generated Email at specific time as decided by the Bank. The vendor shall modify the software free of cost for 3-4 changes per year in the attendance format during entire period of contract, if required by the Bank.

11.22. In case of any fault/ problem in the system, the facilitator/administrator/technician should be capable to rectify the same immediately.

11.23. No separate payment shall be made for printing of ID cards and enrolment of face/finger templates/smart cards during the entire contract period of six years.

## 12. GENERAL REQUIREMENTS:

12.1 The Access Control System shall be used to serve the objective of allowing entry and exit to and from the premises to authorized personnel only. Contact less card Readers integrated with fingerprint verification units shall be used for entry/exit control through Flap Barrier.

12.2 Individual access cards (smart card) shall be issued to all the employees. Each card will contain a site code (unique to the Organization) and a card number (unique to each cardholder).

The fingerprint template of each cardholder shall be stored in the card against the corresponding card number.

12.3 The System shall authorize entry only after the card is validated by the card reader with respect to flap door, time and day of the week alongwith comparing and matching the fingerprint against the stored templates. It shall also communicate the validity of the entry through the flap door.

12.4 Initial enrolment process of all existing staff and outsourced employees will be done by the vendor and certain number of identified personnel shall be trained in the process of enrolment process by the vendor.

12.5 Provision should be made by the firm for a dedicated broadband internet dongle for sending the daily attendance reports through Emails. The recurring expenses shall form part of AMC charges. No additional payment will be borne by the Bank

#### 13. Anti-Pass Back:

The system shall have anti-pass back feature to prevent an authorized cardholder passing his card back to an unauthorized user. Once a card is logged as IN through any of the speed-lanes, the system shall not provide entry to the same card again, unless the card logs OUT. An ENTRY shall be preceded by an EXIT & vice-versa. This shall be a selectable feature and the user shall have the option of specifying the doors that shall have anti-pass back.

#### 14. Password Control:

i. With respect to the PC software, it shall be possible to assign operator passwords to personnel using the system and to make command assignments to these passwords, which clearly define each operator's ability to make specified file or parameter changes. System accessibility through user authentication process and multi-functional user capabilities to allow user to access role based functionality, user creation & role assignment by Supervisor/user/administrator.

ii. The operator password shall control the menu items, which an individual operator may access. It shall also be possible to restrict access to individual databases such that certain operators may edit individual fields using the applications while other operators may not have access to do so. All the data should be encrypted while storing to restrict external edit.

iii. It shall also be possible to restrict password holders such that certain specified fields and / or menu commands do not appear on the screen. The system should have multi user & multi tasking capability. User menu display should be linked with the role assigned.

iv. The software shall allow at least 3 access levels that can be assigned for each operator. It shall be possible for the client to define the menus that can be accessed by each level.

#### 15. Redundancy:

In case of failure of the Network Controller, the individual door controllers shall continue to control the entry and exit based on site code and card number validation. *Systems that validate cards only based on site code (in offline mode) shall not be accepted.*

#### 15.1 Roll Call & User Tracking:

The system shall provide a roll call facility to know who and how many users are present in the premises at any given point of time.

#### 16. Other Requirements:



16.1 The system shall provide a visual display of all card transactions, virtually online.

16.2 The system should not require dedication of PC for the application. The PC shall be used for other applications as well.

16.3 The software shall allow the user to define names for all speed-lanes, doors and detailed information for each card.

16.4 The system shall identify cards as Employees, Visitors & Contractors and provide appropriate fields for entering relevant information in the database.

16.5 The database shall allow adequate number of fields for storing all data relevant to the cardholder. Date and time shall define the validity of each card issued on the system.

16.6 The system shall have 12 V DC continuous rating contact for Lock release.

16.7 Integration:

16.7.1 The system shall provide for integration with third party software for generation of time management applications. The software shall provide card transaction data in the form of an ASCII flat file for this purpose or any other standard like Microsoft Office Applications like Excel or CSV.

16.7.2 The existing RFID Cards of all staff members shall be integrated into the proposed new access control system. Compatibility of the same shall be ensured.

17. Card Assignment –

Each card shall be defined a specific access profile including valid doors.

17.1 All card assignment information such as ID codes, authority levels, time periods etc. shall be processed directly through the central computer platform. Each file record of the cardholder shall include Name, PF number, department, designation, ID, Mob. No., valid door list and authorized time zones as minimum requirement.

17.2 Invalid alarms shall be generated for any invalid card usage. This shall be clearly distinguished by appropriate messages as to whether they are due to invalid site code, invalid card number, invalid issue level, invalid time zone, anti-pass back error, voided card etc. The alarms may be enabled or disabled at the central computer level. If enabled the operator may choose auto/manual reset. Facility shall exist in the system to assign master cards which shall be granted access to all doors at all times without any restriction. Facility shall exist to allow an operator to void out a lost card and its report shall be included in the Void Card report.

17.3. Data Sheets:

The following Data Sheet shall be filled-in by the vendors for the Door Controller to be provided at the time of submission of RFP:

Sr. No.	Parameters	Provided by the Vendors
1.	Manufacturer / Model No.	
2.	Dimensions	
3.	Operating Weight	
4.	Doors Controlled (minimum of 2)	
5.	Power Supply (V DC)	
6.	Maximum Current Requirements (mA)	
7.	Maximum Cable distance supported	

	upto the Network Controller (m)	
8.	Maximum Cable distance supported from the Card Reader (m)	
9.	Certifications	

#### 18. CONTACTLESS CARD READER:

18.1. The Card Readers shall be of compact design and should be mountable on standard gang boxes.

18.2. The Read Range of the Card Reader should be at least 10 cm.

18.3. A visual display LED should be provided on the Reader surface. It should preferably be Red when powered on and ready to read a card. When a Card is presented it should turn Green and remain so for a period of a minimum 1 second (programmable). Additionally a Beep Tone should be generated to indicate acceptance of the card. Door/speed-lane remaining open beyond 5 sec should give an alarm.

18.4. The Card Reader should be suitable for Outdoor use as well as Indoor Use.

18.5. When Power is on the Reader should conduct a self-diagnostic test and it should be possible to test the card reader from the PC connected to the Door Controllers.

18.6. It should have a Real Time Clock, which should be synchronized with the Central Controller / PC. All transactions shall have an auto date-time stamp generated by the card reader.

18.7. The reader shall be compact and shall be suitable for operation from 0° to 70° C at operating humidity of 10% to 95% non-condensing.

18.8. The Card Reader should interface with the Door Controller provided along with the reader.

18.9. The following Data Sheet shall be filled in by the vendors for the Card Reader to be provided along with RFP:

Sr. No.	Parameters	Provided by the Vendors
1.	Manufacturer / Model No.	
2.	Dimensions	
3.	Operating Weight	
4.	Operating Temperature / R.H.	
5.	Read Range in cm	
6.	Power Supply (V DC)	
7.	Maximum Current Requirements (mA)	
8.	Cable distance for the Controller provided (m)	
9.	Certifications	

#### 19. CONTACTLESS CARD:

19.1. The contact less multi-application card shall incorporate radio frequency identification electronics into a thin durable polycarbonate package of not more than 2-3 mm. ISO size cards (Standard Credit Card size) can be offered as an option. The card shall be thin and flexible enough to be carried in a wallet. It shall have extremely consistent read range that is not affected by body shielding, environmental conditions and when close to metal objects.

19.2. The card-encoding format shall be so designed that additional cards can be ordered at a subsequent date without upgrading firmware in the existing readers. The card shall offer passive and no battery designed, allowing an infinite number of reads

19.3. *The card data system shall be specially designed for the use only on this project.*

19.4 The compatibility of new hardware/ software shall be ensured to integrate existing RFID Cards of all staff members into the proposed new access control system.

## 20. PC SOFTWARE:

20.1. The PC Software shall be a Windows Application Program capable of working in the background, to permit MS Office and such other software to be used simultaneously.

20.2. The software shall have fully assignable multi-level password access control and definable passwords for each operator as described in detail elsewhere. The software shall provide control on the system as a whole and shall also provide a variety of reports including investigative reports by Date, Door and Card. With the optional T&A module, it shall be possible to generate attendance management reports with early in, late in, early out and late out reports are also required from the software with definable parameters. The software should also be able to locate a cardholder in the premises.

20.3. The access management software shall have a menu driven display and shall facilitate configuration, control, and communication and report generation.

20.4. The software shall be used to configure the features of the Network Controller. The software shall be capable of handling at least 6 network controllers and hence 120 readers in all (including Entry & Exit control) shall be allowed in the system as a minimum requirement.

20.5. It shall provide facility for maintaining information of cards like card number, Name, P.F No, designation, department, Mob. No. etc. The software shall have at least 10000 card capacities.

20.6. It shall facilitate downloading the system configuration like system date and time, card settings, time zone settings, pin settings, door groups, system events, card events, alarm events.

20.7. It shall be possible to program special cards for visitors, suppliers and petty contractors having validity for different time period.

20.8. It shall include comprehensive report facilities of on line activities and a permanent record of cardholder activity.

20.9. It shall be possible to grant or deny access to individual / set of cards to selected secure areas. This function shall be done only by authorized operators.

20.10. It shall be possible to provide timed cards. The cards shall have a start and end date validity period and upon expiry of the validity period, cards shall become automatically invalid, without operator intervention. These are to be used for Visitors.

20.11. It shall provide emergency and remote door operations, which can be used to control the door status like locking or unlocking of all the doors in case of an emergency.

20.12. It shall provide a backup and purge operation that shall perform a backup of all the current events and archive the same month-wise.

20.13. It shall provide investigation reports to generate event and activities pertaining to card system operator and alarms according to the given specification with respect to date and time.

20.14. The software shall have at least 3 levels (1, 2, 3) of access for the various functions.

20.15. It shall have facility for a maximum of 8 time zones for cards and locks. It should be possible to keep the door locks open or locked (even for valid cards) by time.

20.16. The software shall have facility for manual recording of the time and recording also.

20.17. The following Time and attendance facility shall be provided.

- I. The software shall have provision for adding, deleting, modify the existing user database received from the access control system and add additional user defined fields and other personnel records.
- II. The software shall have at least 3 password protected access levels, with the user to have the option of defining the menus that can be accessed under each access level.
- III. It shall be possible to generate the arrival, absenteeism and overtime monthly reports. It shall also be possible to generate early attendance reports.
- IV. It shall be possible to issue user defined memos for late entry and early exit and absentees.
- V. It shall provide facility to view the time and attendance of every cardholder. The type of reports provided shall be early entry, early exit, late entry and late exit and leave reports.

20.18. The bidder shall fully protect the Bank from all legal actions, claims, damages from third parties arising out of use of hardware, software, designs or processes supplied to the Bank and/or used by the bidder for this project. The details of the indemnity clauses will be finalized at the time of execution of the agreement.

## 21. TRAINING & DOCUMENTATION:

21.1 The Bidder shall offer in-depth training on the offered solution according to the following: (no of batches, Training Material & quote for additional training requirement)

- I. The training shall be conducted by the vendor within the bank premises.
- II. This will cover the operation and administration of the system.
- III. Hands on training and configuration should be provided by the vendor.

## 22. DELIVERY AND IMPLEMENTATION:

22.1 Delivery period for the system shall be explicitly stated. The Bidder may state the shortest delivery time from the award of the contract.

22.2 The implementation shall be on a turnkey basis and the Bidder shall submit implementation plan for the full system including systems, applications, and training to be in ready for service condition.

22.3 Bidders are encouraged to survey the site before submitting their proposal, however a prior appointment may be fixed with Circle Security Department for conducting the site survey.

### 23. MAINTENANCE AND SUPPORT:

23.1 The Bidder shall provide minimum two years on-site warranty and undertake to provide four years of Comprehensive Annual Maintenance Contract thereafter. The Bidder shall indicate the onsite warranty period offered for all the products in the proposed solution. Details shall be given of the support available during the warranty period that succeeds the commissioning of solution. The payment will be made on completion of the quarterly period on pro-rata basis. The bidder will have to provide a warranty for a minimum period of two years and shall be liable to undertake the annual comprehensive maintenance contract for the supplied equipment for a further period of four years. The AMC charges for 1<sup>st</sup> year (after the warranty period of 2 years) will be 5% of the net value of the total contract, for 2<sup>nd</sup> year 6%, 3<sup>rd</sup> year 7% and 4<sup>th</sup> year it will be 10%. The payment shall be made on completion of the quarterly period on pro-rata basis.

23.2 The Bidder shall clearly state the magnitude of the Bidder's presence in LUCKNOW to provide 24x7 post implementation support.

23.3 24x7 Service Level Agreements (SLA) for 6 years (2 years for warranty period and 4 years for AMC period) to be provided.

**LIST OF ANNEXURES ATTACHED, FOR TECHNICAL SPECIFICATIONS & APPENDIX**

<b>Access control System</b>	
<b>Annexure No.</b>	<b>Details</b>
A	Envisioned use of Face/Biometric reporting
1A	BOQ
B	Server Specifications
1B	Hardware Requirements
C	A&E Specifications
D	Card Reader Specifications
E	Compliance statement
F	Terms & Conditions
Appendix - 1	Check List
Appendix – 2	4 Years Maintenance Contract Agreement
Appendix – 3	2 Years Warranty Agreement
Appendix – 4	Performa of Indemnity
Appendix – 5	Company Profile
Appendix – 6	List of Clients & Work Experience
Appendix - 7	Work Order Details

**ENVISIONED USE OF FACE/BIOMETRICREPORTING****Features**

1. Employee Management
2. Database Backup and Restore
3. On Duty Tracking
4. Report of Absence
5. Create Rule for Attendance based on Working Hours
6. Automatic Calculation of Leaves, Absentees
7. Exceptions Entries, etc.

**Reports**

1. Separate Interface for Device Management
2. Monthly Attendance Register
3. Daily Attendance Report
4. Late Coming Report
5. Early Going Report
6. Shift wise Manpower Report
7. Face/Biometric/Card Reader Device uptime/downtime status report

**BOQ**

S.No	Items Description	Unit	Qty.	Rate	Amount
1	<p>Three Lane Flap barrier with LED direction guide,sound &amp; Light reflected colors red, green, orange</p> <p>Below mentioned Functions available with LED sound &amp; light</p> <ul style="list-style-type: none"> <li>•Ultrasonic distance detector sensor</li> <li>• Low energy drive and automatic adjustment of speed of rotation to match that of the person entering.</li> <li>• Alarm function in case of illegal intrusion, reverse intrusion and anti trailing function.</li> <li>• Flap Barrier has unidirectional or bidirectional passing allow heavy traffic to pass through.</li> <li>• Automatic reset function: when flap barrier receives an open signal, but passenger do not pass through the halfway within a specific time (default 5s), flap arm will lock automatically</li> <li>• In case of emergency, the flaps will open automatically to allow free passage when power off, which is complying with Fire Safety requirements</li> </ul>	Nos.	1		
	<p><b>Specifications:-</b></p> <p>Double antipinch Function Automatically open When power off</p> <p>Function - automatically open When power off - 304</p> <p>stainless steel SIZE - 1200*1000*300mm</p> <p>Housing material -1.5--2mm, 304# stainless steel, corrosion Resistant.</p> <p>Drive motor - DC brushless motor</p> <p>Channel width -500--600mm</p> <p>Pass speed -35 persons/min</p> <p>Input signal optional -DC12V/dry/contact/RS485/RS232/Remote)</p> <p>Railing-off against power off - Yes</p> <p>Working temp - 0°C to 70 °C</p> <p>Relative humidity -≤95% coagulation free</p> <p>MCBF -2,500,000 cycles,</p> <p>Power Consumption – 35w</p> <p>Input Voltage- 100v~240v</p> <p>Make:-Boonaedm/Godrej/Gunabo/Magnetic/Kaba or equivalent / higher</p>				
2	<p>TCP/IP Based Master Controller; supports upto 32 interface devices; with 99,999 Transaction Buffer, 250,000 credential memory. Certifications:UL 294 and UL 1076 Recognized Component, FCC Class A Verification, EMC, CE Mark, Make –Morpho/Bosch/Tyko/Virdi/Siemens/Lenel/HID or equivalent/higher.</p> <p>The controller and readers should be of same brand and</p>	Nos.	2		



	compatible with each other.				
3	2 Reader/Door Interface UL listed; works with V1000 Master controller, Certifications: UL 294 and UL 1076 Recognized Component, FCC Class A Verification, EMC, CE Mark. Make - Morpho/Bosch/Tyko/Virdi/Siemens/Lenel/HID or equivalent/higher. The readers and controller readers should be of same brand and compatible with each other.	Nos.	6		
4	<p>Finger + card reader for 3000 users with IP65 weather proof protection, 3000 user records (2 fingers + 1 duress each), extendable up to 10,000 (with licenses) in 1:N mode</p> <ul style="list-style-type: none"> <li>• 250 000 user IDs in 1:1 mode</li> <li>• 1 Million transaction logs</li> </ul> <p>FBI PIV IQS certified optical Fake Finger fingerprint sensor and STQC certified. as per Annexure -D, Certifications: UL 294 and UL 1076 Recognized Component, FCC Class A Verification, EMC, CE Mark.</p> <p>Make - Morpho/Bosch/Tyko/ Virdi/Siemens/Lenel/HID or equivalent/higher.</p> <p>The Finger + card readers should be compatible with Face Recognition Terminals.</p>	Nos.	6		

5	<p><b>Face Recognition Terminal</b></p> <ul style="list-style-type: none"> <li>➤ Front integrated plane design, back aluminum shell design, high appearance level without losing high quality</li> <li>➤ Silent living body and infrared living body are highly integrated, effectively defending the attack of electronic screen and mask</li> <li>➤ 2 Mega Pixels: Infrared HD camera, Minimum 5-inch HD touch screen</li> <li>➤ Intelligent face ISP adjustment, intelligent light supplement, suitable for a variety of complex light environment including weak light and backlight</li> <li>➤ Support minimum 20,000 people online 1: N comparison (can be set as 1:1) ; 10,000 people offline 1: N comparison (can be set as 1:1)</li> <li>➤ Single identification &lt; 0.5s, 35 people/min for brake passing scene. Make queues a thing of the past</li> <li>➤ Support wall - mounted, brake - mounted, column - mounted</li> </ul> <p><b><u>Specifications:</u></b></p> <p>Appearance : Aluminium Metal</p> <p>Size : 248.5*130.5*28.1mm</p> <p>CPU : RK3288 ARM-A17, 4 CORE</p> <p>GPU : ARM Mali-T764</p> <p>ROM : 16GB</p> <p>Camera: 2Mega Pixels: Infrared camera</p> <p>Fill Light : Support white light fill light, infrared fill Light</p> <p>Display : Minimum 5"IPS high resolution screen 1280*800</p> <p>Port : Wigan, Relay (NO/NC/COM),RJ45,USB,GPIO</p> <p>Functional Configuration : Face Recognition access control, in Vivo Detection</p> <p>Working Voltage : DC 12V-24V Working Temperature - 15°C~+55°C</p> <p>Working Humidity: 20%~93%</p> <p>Make: Morpho/Bosch/Tyko/ Viridi/Siemens/Lenel/HID or equivalent/higher. The Face Recognition Terminals should be compatible with all Finger + card readers.</p>	Nos.	6		
6	<p>USB Based enrolment reader as per Annexure -D (Make -Morpho/Bosch/ /Viridi/Tyko/IDCUBE/Lenel/HID/Siemens or equivalent/higher.</p>	Nos.	2		

	Should be compatible with all readers, controllers and server.				
7	Power Supply (UL listed) with Enclosure of standard material/ quality.	Nos.	6		
8	24 Port network switch (manageable) make D-Link /Cisco/Net gear or equivalent/ higher	Nos.	1		
9	<p>Web Based Enterprise level Application for Time Attendance, Access Control, Guard Tour management, GUI, Antipass back, Reports in Inbox, Unlimited User log-ins, Door Scheduling, Unlimited logins, Event Notification, POP ups, Evacuation Control &amp; Mgt. (Muster point module), Public Area Control, Critical Area Control, Shift Roasters &amp; Mgt., Air Locking, etc. as per Annexure - C, Make - IDCUBE/Lenel/Siemens/Virdi/ Tyco/ Bosch or equivalent/ higher.,</p> <p>Should be compatible with all readers, controllers, other hardware/software and server.</p>	Nos.	1		
10	Server PC for Time & Attendance Software and Access control software latest Intel Xeon processor E5-2600 v3 product family. Expand memory capacity over time with 12 DIMM slots and DDR4 memory. Boost I/O performance with 6 x PCIe 3.0 slots delivering 2x data throughput compared to PCIe 2.0. as per Annexure – B	Nos.	1		
11	<p>ID Card Template Designing and printing &amp; Printer for ID Card Printing. Maximum security, future-proof versatility - Guaranteed secure printing with built-in printer password protection and fluorescent ribbons for Ultra-Violet (UV) printing. Optional locking hoppers protect blank pvc card stock and printed/encoded cards in-house.</p> <p>:- Field-upgradeable modules allow you to not only print crisp ID badges, but also encode data for proximity, magnetic stripe, and contact and/or or contactless technology cards.</p> <p>:- An optional lamination module that applies over laminates to produce tamper-proof, secure cards that resist forgery.</p> <p>:-The unique, high speed dual-sided simultaneous lamination module saves valuable time.</p>	Nos.	1		

	:-With built-in standard Ethernet and USB connection allows for centralized or remote ID card issuance. Add a WIFI Accessory module so you can print from anywhere, anytime!				
12	Ios (Input/output outlets) (On requirement basis)	Nos.	20		
13	Patch cord(On requirement basis)	Nos	20		
14	Patch panel(On requirement basis)	Nos	1		
15	8 core x 1Sq mm shielded power cable Make-Exel/Finox/Bonton (On actual consumption basis)	Mtr.	200		
16	4 core x 1Sq mm shielded power cable Make-Exel/Finox/Bonton(On actual consumption basis)	Mtr.	200		
17	3 core x 1Sq mm Multi stand power cable Make -Exel/Finox/Bonton(On actual consumption basis)	Mtr.	200		
18	Supply &fixing of Equipment /Customized 9U Rack	Nos	1		
19	Cat-6 Cables .Make -D- Link/Finox/Polycab(On actual consumption basis)	Mtr	200		
20	Hard digging for cable In PVC conduits with all necessary accessories- ISI Mark	Mtr	50		
21	5 KVA online ups with 4 Hours batteries back up	Nos	1		
22	Q Managers with SBI logo, retractable single belt post	Nos	12		
23	Mifare 4K Cards	Nos.	1000		
24	Ribbon for ID Card (As per Bank's sample)	Nos	1000		
25	Holder for ID Card (As per Bank's sample)	Nos.	1000		
26	Printer Cartridge	Nos.	1		
27	Installation, testing, commissioning & integration charges	Job	1		

28	Supply Transportation & Delivery Charges	Job	1		
29	License renewal charges Annually	YRS	6		
30	On Site System Administrator/ Technicianfor 8 hours duty on all working days for managing system and attendance,approx cost as per gov.regulations(Skilled Wages,PF,ESIC,Bonus) annually (as per Central Govt. min wages). The reliever should be arranged by the vendor for leave etc.	YRS	6		
Total (A)					

COMPREHENSIVE ANNUAL MAINTENANCE OF EQUIPMENT: CONTRACT CHARGES AFTER TWO (2) YEARS OF WARRANTY PERIOD						
S.No	Items Description	Unit	Qty.	Value	Rate	Amount
1	Comprehensive Annual Maintenance Contract Charges for 1 <sup>st</sup> year (after warranty period of 2 years).	-	-	5% of Total Value		
2	Comprehensive Annual Maintenance Contract Charges for 2 <sup>nd</sup> year.	-	-	6% of Total Value		
3	Comprehensive Annual Maintenance Contract Charges for 3 <sup>rd</sup> year.	-	-	7% of Total Value		
4	Comprehensive Annual Maintenance Contract Charges for 4 <sup>th</sup> year.	-	-	10% of Total Value		
Total (B)						
GRAND TOTAL (A+B) FOR DECIDING L-1 VENDOR						

## **SERVER SPECIFICATION**

**For HR view Server**

<b>Component</b>	<b>Recommended</b>
Operating System	Server 2008 R2/Windows Server 2012 R2 Standard or Express Edition/ windows 10 (32/64 bit)
Database Engine	Microsoft SQL server 2008/2012/2014 Standard or Express Edition
Browser	Latest version of IE (10 or Above) or Mozilla Firefox or Google Chrome
IIS Server	IIS server 7.0 or Above
MS Excel	MS Excel 2010 or above
Acrobat Reader	Acrobat Reader 8 or above

**\*The SQL Express edition database size limitation of 10GB**

## Hardware Requirements:

Hardware Component	Recommended
Processor	IntelXeonE5Family4Cores(8Threads)3.0 Ghz - 3.6Ghz
CPU	3.0 GHz or Above
RAM	8 GB (expandable upto 32GB)
RAID	SATA RAID-5 Controller
Hard Disk	1 TB
Secondary Storage	CD Drive for installation
Monitor Display	19" or above, True color (for client component)
Peripheral Device	Mouse, Key Board
Printer/USB Port	2 USB port(optional)



## ***A & E Specifications for Access Control & Time Attendance Management System***

### **Managing company(s) and branch(s)**

The system shall support:

1. System-Administrator's Login to:
  - a. Define **multiple companies** (Complete confidentiality of each company's data from other company's administrator)
  - b. Define **multiple branches** of a company
  - c. Add administrator to a company
2. **Defining Time Zone for each branch**→ server will automatically synchronize each controller time in accordance with the time zone of the associated branch
3. **Automatic controller time resetting** on controller time deviation from server time
4. **Support for day saving time**
5. Defining titles/designations for a specific branch
6. Defining departments for a specific branch
7. Defining 16 custom fields for a company
8. **IMPORT** of employee ledger from an excel sheet to the system database → Mapping excel sheet columns to database field names
9. **Bulk** issue of access cards to employees via IMPORT

### **Managing employees/users/privileges via Web-Interface**

The system shall Support:

10. Seamless active directory integration for single sign on, automatic import of employee details and automatic deactivation of access rights on employee profile deactivation in active directory server
11. Adding and Managing users with standard and at least 10 custom fields
12. Adding employee photograph along with provision to add at least three more pictures corresponding to an employee such as scanned copies of national ID card, passport, police verification etc.
13. Assigning access card to an employee using either of the following two options:
  - a. Add card as a **no-format card** by flashing the card on a reader
  - b. Add card as a **format card** by entering facility code and serial number
  - c. **Check** for the card facility code and the serial number by flashing the card on a reader
14. Defining card start and expiry date
15. Activation/Deactivation of the card
16. Setting pass-back exemption
17. Setting extended access
18. Assigning upto 8 access groups allowing an employee to access various branch locations
19. Assigning access privileges to **employees in bulk**
20. Assigning current and **future shift** roster to an employee
21. Assigning shift roster to **employees in bulk**
22. Defining **custom employee groups**. The feature would facilitate the logical grouping of employees based on management structure, thus would empower the project coordinators, floor-managers or project managers to manage access & time attendance rules and view reports of a specific user-group.
23. Defining **privilege level** of an employee, one or more than one of the following privileges can be assigned:

- a. **Administrator All** (privilege to manage employees, Defining access groups, Defining shift rosters and report generation for the whole **company**)
  - b. **Administrator** (privilege to manage employees, Defining access groups, Defining shift rosters and report generation pertaining to a **specific branch**)
  - a. **Report Viewer** (privilege to generate organizational time attendance and access reports)
  - c. **Normal User** privilege
    - i. to generate personal time attendance reports
    - ii. to put up on duty request
    - iii. to request for a visitor
    - iv. send messages to a specific web user
  - d. Privilege to enquire the presence and position of an employee
  - e. Privilege to approve on duty request
  - f. Privilege to approve visitor request
  - g. **Group User** (privilege to manage employee's access groups, shift rosters and report generation pertaining to a **specific group of employees**)
  - h. **Security Administrator** (Privilege to configure and monitor access control hardware)
  - i. **Security Viewer** (Privilege to monitor access control hardware and respond to real time system events)
  - j. None (No access to the system)
24. Advanced search form to search users on fixed and mixed search criteria such as: name, department, title, access group, time attendance rule, card status etc.

### **Leave or absence regularization via Web-Interface**

**The system shall Support:**

- 25. Regularization of employee working hours (used in cases where employee is unable to mark attendance through the system)
- 26. Defining absence as one of the following:
  - a. Leave
  - b. Sick Leave
  - c. Casual Leave
  - d. Other. (Defining any custom reason for the absence)

### **Defining access groups via Web-Interface**

**The system shall Support:**

- 27. Defining and Managing any number of Time Codes
- 28. Defining and Managing any number of Holidays (yearly repeatable and yearly non-repeatable)
- 29. Defining and Managing any number of Holiday Groups
- 30. Defining and Managing any number of Time Zones (Map time codes to each day of the week and the holiday groups)
- 31. Defining and Managing any number of Door/Reader Groups
- 32. Defining and Managing any number of Access Groups (map time zone to reader group)

### **Defining Shifts/Shift rosters via Web-interface**

**The system shall Support:**

- 33. Defining multiple Shifts as per following parameters:
  - a. Day Start Time (the parameter allows to Defining **flexible** shift timings and **night shifts**)
  - b. Shift Start Time
  - c. Shift End Time
  - d. Late coming half day
  - e. Early going half day
  - f. Minimum full day hours
  - g. Minimum half day hours
  - h. Minimum overtime period
  - i. Overtime Start Time & Overtime End Time
  - j. **Non-working hours**
- 34. **OT (Overtime) management** → Defining shift specific overtime
- 35. **Defining and Managing Shift Rosters** → Defining shift for each day of the week and holiday groups

36. Defining week-offs in the shift rosters (any possible week-off rule can be defined e.g. alternate Saturday, third Saturday etc.)

### **Reports via Web-interface**

#### **The system shall Support:**

37. Selection and export of following employee(s) information to an excel sheet
- Standard employee information fields
  - Card number
  - Card issue date/expiry date
  - Assigned Access Groups
  - Assigned Shift roster
  - Privilege level
  - Record created by
  - Record creation date
38. Generation of following time attendance reports for a specific period for group of employees:
- Daily Report
  - Individual report
  - Individual detailed report
  - Daily Summary
  - Individual Summary
39. Filtration of time attendance reports on following parameters
- Full Day
  - Half Day
  - Late In
  - Early Out
  - Overtime
  - All Leave
  - Leave
  - Sick Leave
  - Casual Leave
  - Earn Leave
  - Absent
40. Generation of following access reports
- Reader Access report
  - Employee Access report
  - Inactive Card report
  - Who's where report (Which employee is located where within the premises)
41. Exporting report in various standard formats:
- Acrobat format
  - MS excel

### **Reports via Reporting Service (Auto Emailing)**

#### **The system shall Support:**

42. Setting up of periodic email
- Reader Access Report
  - Individual access report
  - Inactive card report
43. Emailing of reports in following formats
- PDF
  - Excel

### **Real time event Monitoring & Control**

#### **The system shall Support:**

44. Viewing online status of each controller
45. Viewing other pertinent controller information

- a. Controller Name
  - b. Controller type
  - c. MAC
  - d. IP
  - e. Last message received time
- 46. Viewing door status
  - a. Door name
  - b. Door open/close
  - c. Door lock status
    - i. Lock
    - ii. Unlock
    - iii. Permanent Lock
  - d. Door held violation status
  - e. Door held alarm status
  - f. Door forced violation status
  - g. Door forced alarm status
  - h. Tamper failure status
- 47. Remote closing of door held alarm
- 48. Remote closing of door forced alarm
- 49. Changing lock status Lock → Unlock → Permanent Lock
- 50. Viewing Input to Output mappings
- 51. Viewing each defined Input status
- 52. Viewing each defined Output status
- 53. Remote deactivation of Output
- 54. Viewing system events in the real time

### **Configuration of controllers/readers**

**The system shall Support:**

- 55. All smart card technologies such as iClass-any format, HIDprox, Mifare, Desfire etc
- 56. All standard 255 facility codes corresponding to HID prox and iClass.
- 57. Support for various card technologies simultaneously. This feature would enable the users to easily migrate from one card technology to another or different users to possess different smart cards.
- 58. **Automatic detection of controller(s)** on the network
- 59. Mapping of controller to a company/branch
- 60. **Controller synchronization option** to update any new controller on the network with the current system configuration.
- 61. Defining of controller outputs
- 62. Mapping of general purpose controller inputs to the controller output (required for **CCTV camera integration, fire integration, emergency exit integration**)
- 63. Defining of output response as either message only or output relay action
- 64. Configuration of output relay action as one of the following:
  - a. Close on Event close
  - b. Manual close
  - c. Timed
- 65. **Configuration option to open all doors** on an event on a specific input(s) (required for **fire panel integration**)
- 66. **Search and configuration of controllers and interfaces**
- 67. Defining of interface panel to be used for either single door (Card-In/Card-Out) or two door
- 68. Defining of readers, inputs and outputs for each interface.
- 69. Defining of each reader as any one of the following:
  - a. IN → Configured as a IN reader to a facility
  - b. OUT → Configured as a OUT reader to a facility
  - c. LOGIN → Configured as a LOGIN reader for Time-Attendance calculations
  - d. LOGOUT → Configured as a LOGOUT reader for Time-Attendance calculations

- e. LOGIN-LOGOUT → Single reader configured to capture both LOGIN and LOGOUT (alternatively) for Time-Attendance calculations
- 70. Defining door lock open/close timings
- 71. Configuring **anti-pass-back** for a reader
- 72. Defining system response as one of the following options on events such as **door held violation** and **door forced**
  - a. Message only
  - b. Alarm (close on event close)
  - c. Alarm (Close from software)
- 73. Mapping any interface input to any interface output. In other words any sensor can be mapped to any actuator device
- 74. Support for special access control hardware such as **Turnstiles and boom-barriers**

### **Real Anti-pass-back & Global Anti Pass-back**

#### **The system shall Support:**

- 75. Configuration of readers and group of readers to implement real time anti-pass back and global anti-pass back functionality

### **Defining Logical Access Zones on Uploaded Floor Plans**

#### **The system shall Support:**

- 76. Users to 'sketch' physical and logical access zones on floor plans and facility drawings uploaded. The feature lets security and access control administrators draw regular and irregular closed shapes on these plans to demarcate an Access Zone (AZ) as seen on their interface.
- 77. Users to drag and drop control icons corresponding to Alarms, Inputs, Doors, Locks, Personnel count corresponding to a logical access zone.
- 78. Users to see where exactly on a floor plan a security incident has occurred. For example, the door would turn red from green when a door opens. In case the door has been held open for a time longer than permitted (security incident), the alarm icon would change and blink and the screen would beep to alert security personnel.
- 79. The system shall track exact position of people in respect to access zone and show personnel count corresponding to each Access Zone

### **Door and Output Scheduling**

#### **The system shall Support:**

- 80. Defining time code (24hr format)
- 81. Defining schedule by assigning time code to each day of the week
- 82. Associating specific schedule for each reader or reader group
- 83. Associating specific schedule for output or output group
- 84. Defining Door and output Schedules to implement critical area control, monsoon day control, public area control and supervisor control

### **Real time Alerts via Email**

#### **The system shall Support:**

- 85. Configuration of Email alerts on following event type:
  - a. Door(s) Open or Close
  - b. Grant or Deny Access
  - c. Door Held condition
  - d. Door forced condition
  - e. Tampering
  - f. Input Activated/Deactivated
  - g. Output Activated/Deactivated
  - h. Controller Online/Offline

### **Real time POPUPS**

#### **The system shall Support:**

86. Configuration of POPUP alerts on following event type:
  - a. Door(s) Open or Close
  - b. Grant or Deny Access
  - c. Door Held condition
  - d. Door forced condition
  - e. Tampering
  - f. Input Activated/Deactivated
  - g. Output Activated/Deactivated
  - h. Controller Online/Offline
87. The system shall support Elevator Access Management
88. The system shall support Database Management in following ways via specialized utility:
  - a. Taking database backup
  - b. Creating database service for Daily, weekly, monthly backups
  - c. Restoring database
  - d. Deleting undesired log tables
  - e. Creating database service for automatic log table size maintenance (Daily, weekly, monthly)
  - f. Database creation
89. The system shall support Microsoft SQL server
90. The system shall support seamless integration with existing ERP, HR and legacy systems through specialized database views

**CARD READER SPECIFICATIONS**

Finger + card reader for 1000 users with IP65 weather proof protection, 3000 user records (2 fingers + 1 duress each), extendable up to 5,000 (with licenses) in 1: N mode.

- 250 000 user IDs in 1:1 mode
- 1 Million Transaction logs FBI PIV IQS certified optical Fake Finger fingerprint sensor and STQC certified.
- Weather (IP65) and vandal (IK08) resistant.
- Prox®, iClass® or MIFARE®/DESFire®/NFC contactless card reader as an option.
- Time & Attendance In & Out function keys.
- User ID, PIN and BioPIN(2) management.
- Intuitive icons and live messages.
- Fake finger detection.
- Duress finger.
- Timed anti-pass back function (3).
- Banned/authorized user lists.

**Enrolment Reader (can be connected to laptop to enrol Face/Finger Templates & Smart Cards offline):-**

Dimensions (L x W x H)	82 x 71 x 41 mm (3.23 x 2.8 x 1.61 inches)
Weight	140g (4.94 oz)
Smartcard reader	Yes
Database capacity (users)	500, extendable to 3000(1) or 5000(2)
Database capacity (templates or fingers)	1000, extendable to 6000(1) or 10000(2)
Match-on-Device capability (1:N)	1:500, extendable to 1:3000(1) or 1:5000(2)
Matching speed	0.9s in 1:1 mode / 1s in 1:500 mode
Match-on-Card capability	Yes
Fake Finger Detection	Yes
Security Layer	Yes
FBI PIV IQS / ISO 19794-4: 2011	Yes
MINEX & FIPS 201 compliant algorithms	Yes
STQC	Yes
UL/BIS	Yes
RoHS, REACH, WEEE	Yes
WHQL drivers	Yes

(To be furnished on vendor's letter head)

To,  
State Bank of India

\_\_\_\_\_  
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Lucknow (UP)– 226001

Dear Sir,

### **COMPLIANCE STATEMENT**

#### **DECLARATION:**

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the RFP including all annexure, for SUPPLY, INSTALLATION & COMMISSIONING, testing and certification of FLAP BARRIER AND FACE/BIOMETRIC/ SMART CARD Based Access Control System at State Bank of India, LOCAL HEAD OFFICE, MG MARG, LUCKNOW- 226001.

2. We shall participate and submit the technical cum commercial bid in a sealed envelope to the addressee for auction on the date advised to us. We shall also abide by the Business Rules prescribed for online auction

3. We also confirm that the undersigned is authorized to sign on behalf of the company and the necessary support document delegating this authority is enclosed to this letter.

4. We also agree that you are not bound to accept the lowest or any bid received by you, and you may reject all or any bid without assigning any reason or giving any explanation whatsoever.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 2019

Yours faithfully,

For \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Authorized Signatory of the Vendor

Company

Seal & Date



## **TERMS & CONDITIONS**

### **1. Commercial Terms:**

The rates of the complete system along with its accessories as per given technical specifications shall include cost of complete system installed, transport cost, transit insurance, loading - unloading, installation, testing, commissioning, etc. if applicable.

**However no extra cost shall be paid for miscellaneous items if required to complete the work as per the design concept.**

**All rates shall be firm for a period of one year from the date of finalization of the tender.**

### **2. Signatures:**

In the event of the bid being submitted by a firm, It must be signed separately by each partner thereof, or in the event of the absence of any one or more of the partners, it must be signed on his / their behalf by a person holding a power of attorney authorizing him to do so. In case of authorized person of the Company, the copy of Board Resolution of the Company to authorize him to do so, issued by competent authority of the company to sign on behalf of the company should be enclosed.

### **3. Equipment:**

THE CONTRACTOR should supply the equipment to State Bank of India Local Head Office, MG MARG, Lucknow (Hereinafter referred to as "SBI") and carry out their installation at SITE i.e. State Bank of India Local Head Office, MG Marg, Lucknow-226001 unless otherwise specifically referred; all the items shall be referred to as EQUIPMENT in this document.

### **4. Installation:**

The EQUIPMENT will be installed at the SITE i.e. State Bank of India, Local Head office, MG MARG, Lucknow-226001 as specified. The location shall be referred to as "SITE" in this document.

### **5. Clarifications of RFP**

- a) To assist in the scrutiny, evaluation and comparison of offers, the Bank may at its discretion, ask some or all vendors for clarification on the offer made by

them. The request for such clarifications and the vendor response will be in writing. Any prospective bidder requiring clarification on any point mentioned in the TENDER may notify the Bank through e-mail.

b) **Pre-bid Meeting & Site Visit**

Sight Visit by the prospective bidders is a must in order to finalize the BOQ. Sight Visit and Pre-bid Meeting with prospective bidders regarding this tender shall be held on date and time decided by the bank. BOQ shall be finalized on this date. Clarifications may be displayed on the website of the Bank to provide clarifications on points raised by them

**6. Delivery:**

- I. The EQUIPMENT, as appearing in the SCHEDULE OF WORK (BOQ) should be supplied, installed, tested and commissioned within 45 days from the date of receipt of the purchase order. Time shall be the essence of the contract.
- II. THE CONTRACTOR shall deliver, along with Equipment, a complete set of operations manuals, and necessary literature for each system in the case of critical internal components, the Manufacturer's literature/product documentation describing the mode/make and functionalities, features etc. shall also be supplied along with the equipment.

**7. Liquidated Damages:**

The entire work will be completed within the stipulated time frame failing which liquidated damages @ 0.5% per week subject to a maximum 5% of the accepted tender value shall be deducted from the bill.

**8. THE CONTRACTOR not to make any alteration in the document.**

**No alterations in the specifications shall be allowed, and if any such alteration is made, the tender shall be treated as invalid.** Remarks or explanations shall become binding only if specifically accepted in writing by the Bank at the time of acceptance of the quotation. Any quotation which purports to alter, vary or omit any of the, conditions herein is liable to be rejected. If any modification to the tender is made by THE CONTRACTOR, the quotation shall be treated as having been rejected or abandoned.

**9. THE CONTRACTOR to gather all information for/ bear cost for submitting quotations:**

THE CONTRACTOR must obtain for himself on his own responsibility and at his own expenses all the information necessary including risks, contingencies and other circumstances to enable him to prepare a proper quotation and to enter into a contact agreement with SBI as per the bank's standard format. THE CONTRACTOR should also bear all the expenses in connection with the preparation and submission of his quotation. THE CONTRACTOR whose quotation is accepted shall not be entitled to make any claim for increase in the rates quoted and accepted during the entire contract period.

**10. Tender to be complete, adequate and cover all Duties, taxes, levies, Goods & Service Tax, Transport, Transit Insurance, Loading-Unloading, contingent costs etc:**

The tender must be complete in itself, properly worked out to cover all THE CONTRACTOR'S obligations under the contract and all matters and things necessary for the proper completion of the work, and the rates quoted therein must be correct and sufficient to cover THE CONTRACTOR'S costs, overheads and profits etc, completely for the individual items of work including cost for all necessary materials and labour cost of installation, transportation, travelling, training, taxes, Govt Service Tax, excise or any other such tax or duty levied by the Local/State/Central Government as on the date of submitting quotations, if and as applicable. Insurance against loss or damage by fire, theft or other usual risks during transit, and till the work is complete at site and handed over to SBI at site in all respects according to the true meaning and intent of the contract.

**11. Quoted rates not subject to variation/escalation.**

The rates should be firm and not subject to any variations in prices of components, basic material, exchange rates, taxes, duties, railway' freight and the like, labour rates etc. The rates are not subject to any type of escalation and will remain effective for entire period of contract i.e. 6 years from the date of agreement.

**12. Rights of SBI**

- I. SBI does not bind itself to accept the lowest quote and reserves the right to reject any or all the quotes received, without assigning any reason therefore.

- II. While placing the purchase order, SBI further reserves the right to delete or reduce any item or section of the schedule of work without assigning any reason therefore. The bill will be paid on the basis of actual work to be executed after completion of the work to the satisfaction of the bank.

**13. Assigning works:**

**No work or any part of it can be transferred assigned or subcontract without the written consent of SBI.**

**14. EMD, Security Deposit, Performance Guarantee Deposit & Penalty:**

- i. **EMD:** An EMD of Rs 50,000/- (Rupees fifty thousand only) shall be deposited in the form of a Demand Draft in favour of the “AGM (P&E), SBI LHO, LUCKNOW”, payable at LUCKNOW along with RFP document before participating in the e-bidding process.
- ii. **Security Deposit:** Initial security deposit @ 2% of the total contract value less the EMD paid shall be deposited in form of a Demand Draft in favour of the “AGM (P&E), SBI LHO LUCKNOW”, payable at LUCKNOW within three days from the date of receipt of purchase order by the L1 bidder. 5% of the total contract value including the initial security deposit (ISD) as detailed above shall be deducted from the bill as total security deposit for the defect liability period of **24 months** from the date of virtual completion of work.
- iii. **Performance Guarantee Money:** After completion of 24 months from the date of virtual completion of work, the Bank shall retain 10% of the Four Years Maintenance Contract value amount from the said total security deposit as Performance Guarantee Money for the entire Maintenance Contract period.
- iv. **Penalty Clause:**
  - a. In case of delay in completion of the project, Liquidated damages @ 0.5% of the contract value per week will be imposed subject to a maximum of 5% of the total work value of the contract.
  - b. After the work is completed, if the CONTRACTOR violates the terms of warranty agreement, the total Security Deposit as per Para 14(i) above shall be forfeited. In addition to the above the Bank reserves the right to claim the damages suffered or may suffer from such CONTRACTOR/ CONTRACTORS in accordance with law.

- c. During the period of Four year Maintenance Contract agreement, if the CONTRACTOR fails to provide the service as per the terms and conditions of the agreement, a penalty of Rs. 500/- per day (subject to a maximum amount of Rs.15000/-) shall be imposed on the CONTRACTOR, who fails to repair the system within the agreed time period of 48 hrs from the date of reporting. The amount shall be deducted either from the Security Deposit or quarterly maintenance bill. In addition to the above the Bank reserves the right to claim the damages suffered or may suffer from such CONTRACTOR/ CONTRACTORS in accordance with law.

**15. Completion Time: Forty-five (45) days from the receipt of purchase order.**

**16. PAYMENT SCHEDULE FOR INSTALLATION:**

<u>Amount</u>	<u>Scheduled date &amp; Preconditions</u>
<b>95% of the bill amount:</b> Immediately on fulfilment of Precondition subject to satisfactory completion/ recovery of penalties, site acceptance testing, if any, as provided for in this document. <b><u>5% of the bill amount to be  payable after the completion  of the warranty period of 2  years. Subject to the  deduction of Security deposit  for maintenance contract.</u></b>	Precondition: Satisfactory functioning of the EQUIPMENT at the site after successful completion of factory inspection and Site Acceptance Testing, by the Security Officer.

**Note: No advance shall be paid at the time of placing the purchase order**

**17. PAYMENT SCHEDULE FOR FOUR YEAR ANNUAL MAINTENANCE CONTRACT&FOR SIX YEAR HIRED MANPOWER (ADMINISTRATOR/ TECHNICIAN)**

17.1 There will be quarterly visits for the Four Year Maintenance Contract. Payment shall be made on completion of quarterly period on pro-rata basis.

17.2 There will be a dedicated manpower (administrator/ technician) to be provided by the vendor at the site on all working days, forthe entire period of six years (2 years warranty period + 4 years AMC period). The Payment for hiring of manpower based on Minimum Wages (Central) shall be made to the vendor on monthly basis on production of Reimbursement Bills.

**18. Transfer of ownership:**

Transfer of ownership of the property shall be effective as soon as the equipment is installed, tested and commissioned at the SITE and accepted by SBI.

**19. Opening of Office:**

**THE CONTRACTORs would have to open an office (if not already existing) at Lucknow, within a month of being declared as successful bidder. THE CONTRACTORs should provide address of the location of such office, where they have their service centres/posted their own service engineers for providing maintenance support. The offices would have to remain operational /functional till the next six years i.e. two years of warranty period and four years of Maintenance Contract period.**

**20. Warranty and Maintenance:**

**I. Warranty:**

The Original Equipment Manufacturer(OEM) shall provide to SBI minimum two (2) years warranty on the EQUIPMENTfrom the date of virtual completion of the work,

which shall include preventive maintenance, repair/replacement and free provision of spares as and when necessary from the date of satisfactory commissioning of the EQUIPMENT and servicing and accepted by SBI. THE CONTRACTOR shall particularly ensure that the systems provided by THE CONTRACTOR does not cause disruption or other damage to the computer systems or information contained in the computer systems at the time of installation or subsequently. The detailed conditions and covenants governing Repair and Maintenance Services are furnished in Appendix-2 to this Annexure.

## **II. On site repair and maintenance services.**

THE CONTRACTOR shall arrange for services of a qualified service engineer at the installation, for troubleshooting, repair and replacement of all kits or parts and spare parts and render such other support services, as may be necessary for satisfactory functioning of the equipment, as stipulated in the Appendix-2. No charges, fees, accommodation, boarding, etc, shall be paid or provided by SBI to the service engineer or assistants.

### **21. Four Year Annual Maintenance Contract**

The bidder will have to provide a warranty for a minimum period of two years and shall be liable to undertake the comprehensive annual maintenance contract for the supplied equipment for a further period of four years. The AMC charges for 1<sup>st</sup> year (after the warranty period of 2 years) will be 5% of the net value of the total contract, for 2<sup>nd</sup> year 6%, 3<sup>rd</sup> year 7% and 4<sup>th</sup> year it will be 10%. The payment shall be made on completion of the quarterly period on pro-rata basis.

### **22. Subcontracting:**

The CONTRACTOR will not subcontract or permit any qualified personnel to perform any of the work, services or other performance required to The CONTRACTOR under this agreement without the prior written consent of the bank. However, such restriction is not applicable for service/repairs/maintenance is being provided by the authorized representative of original Equipment Manufacturer, subject to proper authorization by the CONTRACTOR, in his presence.

### **23. Equipment Attachments:**

SBI shall have the right to make changes and attachments to the Equipment, provided such changes or attachments do not prevent proper maintenance from being performed or unreasonably increase the cost of performing repair and maintenance service.

### **24. Patent and copyright issues:**

THE CONTRACTOR shall warrant that the repair and maintenance service/products offered for sale do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. THE CONTRACTOR shall indemnify SBI from any claim, directly or indirectly resulting from or arising out of any breach or claimed breach or infringement of patent/ copy right /license/trade secret or other property right of any other person or other entity for the hardware/peripherals/equipment sourced either from third parties or from themselves.

- I. THE CONTRACTOR shall further explicitly absolve/ indemnify SBI of any responsibility/liability for use of hardware/peripherals/equipment delivered of all cases of possible litigation/claims directly or indirectly arising out of any breach/claimed breach of patent copyright/license/trade secret or other property right of any other person or other entity for the hardware/peripherals/equipment sourced either from third parties or from themselves.
- II. THE CONTRACTOR will have to submit signed and stamped Indemnity Bond (Appendix 4 to this Annexure) as and when purchase order is placed on a non judicial stamp paper of Rs. 100/- (Rupees One Hundred only)

### **25. Training:**

At the time of installation of equipment, THE CONTRACTOR shall provide free on site user training specific to the hardware supplied to the security officials of the Bank.



**26.** Hardware upgrades etc, normally made available by THE CONTRACTOR to their customers/users for similar supplies, shall be provided to SBI and at no additional cost.

**27.** THE CONTRACTOR and their employees shall strictly undertake not to communicate or allow to be communicated, to any person or divulge in any way any information relating to the ideas, concepts, know-how, techniques, data, facts, figures, and all information whatsoever concerning, or relating to SBI and its affairs to which the said employees have access in the course of the performance of their obligation to SBI. Such employees shall also execute letters of fidelity and secrecy in such form as may be prescribed by the SBI.

**28.** All disputes shall be within the jurisdiction of Courts in LUCKNOW.

**29.** In case of delay in supply and completion of the order, liquidated damages as per Para 14 (ii) above shall be imposed on THE CONTRACTOR. The bank also reserves the right to cancel the order placed if delay is not acceptable to the Bank.

**30.** In case if the delay in installation is caused due to the exigencies of service by the Bank, then THE CONTRACTOR shall obtain a certificate in writing from the competent authority of the Bank and produce it at the time of payment to offset penal deduction if any.

**31.** The company profile along with the personnel and addresses/telephone numbers of the service engineers should be enclosed along with the bid.

**32. Security:**

32.1 All the employees of the Contractor/OEM must always carry/display their identity cards for authentication without which they will not be allowed entry in the Bank.

32.2 The Vendor to indemnify the Bank that the personal details of all Bank employees i.e. finger templates, signatures and photographs should be secured in Bank's password protected PC and in no case the said information be shared with any agency or person.

**33. SEXUAL HARASSMENT:**

The Vendor shall comply with the provisions of "Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against any employees of Contractor within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor and the Contractor shall ensure appropriate action under the said act in respect to the complaint.

**34.A complain number shall be generated for all complaints received from the Bank by the contractor for future references.**

Accepted the Above Terms & Conditions

**SIGNATURE OF THE CONTRACTOR**

Date:

Seal

**Check List**

Please enclose valid supporting documents for each item from Sr No. 1 to 08 in the given order.

SL.No	Particulars of the documents Enclosed	Yes/No	Flagged at
1	Manufacturer/Dealership certificate		
2	Company registration Certificate		
3	Profit & Loss account and Annual Turnover certificate for past three years i.e. 2015-16,2016-17 and 2017-18 duly certified by the Chartered Accountant as per Para b of Sr No; 3 eligibility criteria		
4	Various registration certificates as per Para- c of Sl. No. 3 eligibility criteria		
5	Supporting documents as per Appendix-6&7 vide Para f of Sr No: 3 eligibility criteria		
6	Document in support of Para-(g) of Sr No-3 Back to Back Support Certificate from the manufacturers		
7	Document in support of Para- (i) of Sr No-3 <b>UL</b> (Underwriters Laboratories Inc), <b>BIS</b> (Bureau of Indian Standard) certified.		
8	Document in support of solvency certificate as per Para (k) of Sr No: 3 eligibility criteria		

**FORMAT FOR FOUR YEAR COMPREHENSIVE MAINTENANCE CONTRACT  
AGREEMENT**

**(This Format is indicative not exhaustive)**

MADE THIS \_\_\_\_\_ the DAY OF \_\_\_\_\_ 2019 BY AND BETWEEN STATE BANK OF INDIA, a corporate entity constituted under the State Bank of India Act 1955 and having its Corporate Centre at Mumbai and having its Local Head Office at LUCKNOW ( hereinafter referred to as 'The Bank' which expression shall include its successors and assigns)

**AND**

M/s \_\_\_\_\_ having its Head Office at \_\_\_\_\_ (hereinafter referred to as VENDOR which expression shall include its successors and assigns) WHEREAS the Bank has acquired Flap barrier with Face/Biometric/CardBased Integrated Access Control System (hardware/software] (herein after referred to as EQUIPMENTS) for its operations and VENDOR agrees to provide the same and enquired services as defined herein.

**AND**

WHEREAS pursuant thereto the Bank having issued a purchase order bearing reference number \_\_\_\_\_ dated \_\_\_\_\_ favouring the VENDOR and VENDOR having accepted the said purchase order in its entirety.

**2. Now it is agreed as follows:**

**(a)** During this Paid, Comprehensive, Post- Warranty Annual Maintenance Contract, VENDOR shall agree to maintain the Flap Barrier with Face/Biometric/CardBased Integrated Access Control System in good working order and for this purpose shall provide, paid repair and maintenance services for Four years from the date immediately subsequent to the expiry of the free Maintenance Contract linked to the Warranty period of 2 years.

**(b) The Total Maintenance Charges** The payment will be made on completion of the quarterly period on pro-rata basis.

The Maintenance charges, wherever payable by the Bank, will be paid by the respective Office of the Bank where the concerned system is installed.

**Preventive Maintenance:** VENDOR shall conduct Preventive Maintenance not limited to inspection, testing, satisfactory execution of diagnostics, replacement of unserviceable parts, cleaning and removal of dust and dirt from the interior of the flap barrier with Face/Biometric/Card Based Access Control System, and necessary repairing of the flap barrier with Face/Biometric/Card Based Access Control System once within the first thirty days of the commencement of the warranty period and once within the first fifteen days of every subsequent quarter on a day and at a time to be mutually agreed upon. Notwithstanding the foregoing, VENDOR recognizes BANK's operational needs and agrees that BANK shall have the right to change the scheduled time to a date and time not later than fifteen (15) working days thereafter with liability of the vendor getting limited to only rectification of the fault and not the consequences of the fault. Any delay imposed by the Bank beyond this period shall completely absolve the Vendor from any liability arising out of non-functioning / degraded functioning of the system and the onus will shift on the concerned Branch to have the service/repair carried out at the earliest and shall remain so till the necessary work is carried out.

VENDOR shall rectify any faults and failures in the flap barrier with Face/Biometric/Card Based Access Control System and shall repair and replace worn or defective parts of the flap barrier with Face/Biometric/Card Based Access Control System immediately. In cases where unserviceable parts of the flap barrier with Face/Biometric/Card Based Access Control System need replacement VENDOR shall replace all such parts, at no extra cost to the Bank with brand new parts or those equivalent or exceeding in performance the existing defective parts, VENDOR, in effecting any such replacement, shall not remove the flap barrier with Face/Biometric/Card Based Access Control System or any part or parts thereof until the VENDOR is ready to move in substitute flap barrier with Face/Biometric/Card Based Access Control System or part or parts to replace it. If the replaced part or parts are not identical in all respects to the part replaced, VENDOR shall inform BANK in writing at the time of such replacement. BANK in such case have the right to request VENDOR to replace the parts with the original, compatible parts only and VENDOR shall comply with such request forthwith. For the purpose of this agreement the meaning of **"Fault / Failure"** shall be restricted to degraded

**functionality or complete break-down of the system and not caused by any external factor or agent.**

(e) VENDOR shall ensure that faults and failures intimated by BANK as above are diagnosed and repaired within the two next working days of such report being lodged with the vendor. If the repair work is expected to be prolonged beyond two working days, VENDOR shall **replace** the defective component of the Face/Biometric/Card Based Access Control System. VENDOR will be required to pay a penalty @ Rs.500/- per day [Maximum Rs.15,000/-] of default with no grace if repair work/ replacement of defective component of flap barrier with Face/Biometric/Card Based Access Control System and restoration of full functionality does not take place within four (04) working days, of logging of complaint. Working Day is defined as any day on which the concerned branch is open for business within its normal business hours. The penalty if any will be recovered from Maintenance Charges payable / Retention Money Deposit held by the Bank. There shall be no restriction on the number of free call visits in connection with repair and fault complaints, the Vendor will be required to undertake free service calls as many times as required to attend to complaints. For this purpose, communication by any means e.g. Letter, Email, SMS, Instant Messages, Mobile Phone Calls etc which are independently logged will be considered sufficient and the vendor shall have no right to insist on any particular form of communication. For all Electronic Forms of communications the time of sending shall also be considered as time of receipt by the vendor unless the vendor is able to prove delayed receipt of such communication.

**(f) However,** in case the delay is caused due to the exigencies by the Bank then the Vendor shall obtain a certificate in writing from the respective Authority of the Bank and submit the same to the authority awarding the contract and produce its receipted copy at the time of payment to offset penal deductions if any. This penalty shall also not apply in case of delays caused by so called acts of God, War, Earthquake, Road or Rail Blockade, Riots, Bandhs, Civil Disturbances, any of which affect either the vendor's nearest service center or the site of installation.

#### **4. Performance expected:**

SYSTEM UPTIME for the purposes of this document is defined as productive and error- free time of the flap barrier with Face/Biometric/Card Based Access Control

System reckoned on a quarterly basis and the SYSTEM UPTIME efficiency shall be computed as under:

“Total Time” minus “Down Time” multiplied by 100 and divided by “Total Time”

$$\text{i.e.} \quad \frac{(\text{Total Time} - \text{Down Time}) \times 100}{\text{Total Time}}$$

**(a)Where:**

(i) TOTAL TIME is the time (no. of hours) for which the flap barrier with Face/Biometric/Card Based Access Control System is required to be satisfactorily operational at the SITE during the quarter. (90/91/92X24)

(ii) DOWN TIME is the aggregate time lost due to flap barrier with Face/Biometric/Card Based Access Control System mal-function, unsatisfactory operation and improper maintenance during the quarter.

**4. PERFORMANCE:** VENDOR shall guarantee and ensure post installation.

SYSTEM UPTIME efficiency, of 98% for the full configuration of the flap barrier with Face/Biometric/Card Based Access Control System, in every quarter.

**5. PENALTY:**

(a) Without prejudice to any of BANK's other rights and remedies, for every 1 % drop in System uptime from the guaranteed 98% during a quarter, VENDOR shall reimburse to the Bank towards penalty, 0.5 % of value of the particular Order limited to 5%, this will be recovered from the AMC charges payable / Retention Money Deposit held by the Bank. In the event of deficiency being such that the 5% penalty ceiling is breached the vendor shall become liable for further penal actions to the extent of termination of his contract with forfeiture of EMD/RMD as deemed fit and reasonable by the Bank. **However**, in case the delay leading to lower up-time is caused due to denial of access to the system by the Bank then the Vendor shall obtain a certificate in writing from the respective Branch Manager / Authority and submit the same to the authority awarding the contract and produce its receipted copy at the time of payment to offset penal deductions if any. This penalty shall also not apply in case of delays in restoration of system caused by so called acts of God,

War, Earthquake, Road or Rail Blockade, Riots, Bandhs, Civil Disturbances, any of which affect either the vendor's nearest service center or the site of installation.

(b) VENDOR shall also guarantee that there shall not be more than five failures in any calendar quarter [(Jan-Mar),(Apr-Jun), (July-September), (Oct-Dec)] at any particular site in the flap barrier with Face/Biometric/Card Based Access Control System supplied and installed. In the event of more than five failures in these critical components, VENDOR shall immediately REPLACE the concerned defective component of the flap barrier with Face/Biometric/Card Based Access Control System with a NEW compatible component for the flap barrier with Face/Biometric/Card Based Access Control System acceptable to BANK.

(c)VENDOR shall keep spares of essential kits or parts of the flap barrier with Face/Biometric/Card Based Access Control System, at the SITE or at nodal points congruent with Bank's Admin Offices/ Regional Business Offices, as may be required to keep the downtime minimal. VENDOR, if he chooses, may install his own standby system of identical specification. If such systems are acceptable to BANK, the period of use of such systems shall be deducted from downtime for all purposes.

(d) TheVENDOR shall ensure that faults and failures intimated by BANK as above are diagnosed and repaired within the two next working days of such report being lodged with the vendor. If the repair work is expected to be prolonged beyond two working days, VENDOR shall **replace** the defective component of the Face/Biometric/Card Based Access Control System.VENDOR will be required to pay a penalty @ Rs.500/- per day [Maximum Rs.15,000/-] of default with no grace if repair work/ replacement of defective component of flap barrier with Face/Biometric/Card Based Access Control System and restoration of full functionality does not take place within four (04) working days, of logging of complaint. Working Day is defined as any day on which the concerned branch is open for business within its normal business hours.

## **6. SPARE PARTS OF EQUIPMENTS SYSTEM**

(a) VENDOR shall undertake to maintain necessary flap barrier with Face/Biometric/Card Based Access Control System along withsub / assemblies, kits of parts, components, spare parts and other related accessories for five years (including warranty period) from the date of commissioning of flap barrier with



Face/Biometric/Card Based Access Control System at the SITE, to effectively fulfill its obligations.

(b) In the event VENDOR or the Principal decides to discontinue the supply of sub-assemblies, kits of parts, components and spare parts for the flap barrier with Face/Biometric/Card Based Access Control System purchased, after the expiry of the said six years, VENDOR shall give 12 months' notice prior to such discontinuance and assist the BANK in making alternative arrangements if required to do so by the Bank.

(c) All engineering changes generally adopted hereafter towards enhanced functionality by the VENDOR for flap barrier with Face/Biometric/Card Based Access Control System similar to that supplied to the Bank, as per the Schedule of Work, shall be made to the flap barrier with Face/Biometric/Card Based Access Control System procured by the Bank at no additional cost to BANK.

(d) A log / register shall be maintained at the SITE by the Vendor to record incident of flap barrier with Face/Biometric/Card Based Access Control System's malfunctions, errors, faults, failures, defects, etc. indicating the date and time at which VENDOR was informed of / noticed the malfunction, errors, faults, failures, defects etc. and the date and time of commencement and successful completion of repair work and nature of repair work performed on the flap barrier with Face/Biometric/Card Based Access Control System together with a description of the cause for work, either by description of the malfunctions, errors, faults, failures, defects, etc or as discovered, and repaired during regularly scheduled Preventive Maintenance. BANK shall use the same log for recording the nature of malfunction, errors, faults, failures, defects etc. observed in the flap barrier with Face/Biometric/Card Based Access Control System, the date and time of their occurrence and the date and time of their communication to VENDOR. The entries in the register under the initials of an authorized representative shall constitute conclusive proof of the malfunction, errors, faults, failures, defects, etc and their rectification.

(e) This log / register will be the basis for the downtime calculation.

7. The Vendor shall issue Photo-Identify Cards to all its employees who would be deployed for the survey / installation / maintenance or any other work for the system. The Photo-Identify Cards shall be signed by the employee concerned, the authorized

signatory of Vendor. Photo copy of such Photo-Identify Cards to be provided to the concerned Admin Offices of the Bank by the Vendor

8. The Vendor shall make his own arrangement for the engagement of all labour and shall be responsible for regulating their service and work conditions in conformity with all Acts, Regulations, Rules or Order of Competent Authority under relevant laws in force during the Warranty period. Vendor shall indemnify the Bank from all claims relating to Workers/Staff/ Sub-Contractor's Salaries, Wages, Overtime, Leave, Provident Fund, ESI, Medical Facilities, Gratuity, Bonds or any other claim as applicable and stipulated in any Statutory provisions, rules or order of Competent Authority.

9. The several documents forming the contract e.g. EOI, Terms and Conditions, Corrigendum/s, various correspondences originating from the Bank, Warranty Agreement are to be read as mutually complementary to one another for the purpose of this contract and in case of ambiguities / discrepancies, the interpretation most favourable to the Bank shall prevail. This shall be interpreted by Bank through CSO's Department at Local head office, LUCKNOW. Who shall also clarify to the Vendor in what manner the work is to be carried out and such advice shall be binding on the Vendor without any further recourse to arbitration.

#### 10. **DISPUTES**

All disputes related to this agreement shall be within the jurisdiction of the Courts situated in LUCKNOW

IN WITNESS WHEREOF THE PARTIES HAVE EXECUTED THIS AGREEMENT  
ON THE ABOVE MENTIONED DATE

Seal of VENDOR affixed in presence of

Shri \_\_\_\_\_ (VENDOR's authorized representative)

And signed by the duly authorized representative,

Shri \_\_\_\_\_ Designation \_\_\_\_\_

In terms of Board / Partnership resolution dated \_\_\_\_\_

The Bank by its representative

Shri \_\_\_\_\_

State Bank of India, in the presence of

Shri \_\_\_\_\_

Shri \_\_\_\_\_

**Note: Depending upon the constitution of the VENDOR Company, necessary changes will be made to properly reflect such constitution.**

**FORMAT OF WARRANTY AGREEMENT**

(This format is indicative not exhaustive)

MADE THIS \_\_\_\_\_ the DAY OF \_\_\_\_\_ 2019 BY AND BETWEEN  
STATE BANK OF INDIA, a corporation constituted under the State Bank of India Act  
1955 and having its Corporate Centre Office at Mumbai and having its Local Head  
Office at LUCKNOW (hereinafter referred to as 'The Bank' which expression shall  
include its successors and assigns)

AND

M/s \_\_\_\_\_ having its Head Office at  
\_\_\_\_\_ (hereinafter referred to as VENDOR  
which expression shall include its successors and assigns)

WHEREAS the Bank wishes to acquire Flap barrier with Face/Biometric/Card Based  
Access Control System [including hardware/software] (herein after referred to as  
EQUIPMENT) for its operations and VENDOR agrees to Face/Biometric/Card Based  
Access Control System

AND

WHEREAS pursuant thereto the Bank having issued a purchase order bearing  
reference number \_\_\_\_\_ dated \_\_\_\_\_ favouring VENDOR and  
VENDOR having accepted the said purchase order in its entirety.

**Now it is agreed as follows:**

**2. COMMENCEMENT AND TERMS:**

THIS WARRANTY AS OFFERED BY THE VENDOR AND ACCEPTED BY THE  
BANK SHALL BE VALID THROUGH THE WHOLE PERIOD OF WARRANTY i.e.2  
YEARS SO OFFERED for

THE WHOLE FLAP BARRIER WITH FACE/BIOMETRIC/CARD BASED ACCESS  
CONTROL SYSTEM.

### **3. WARRANTY:**

i. VENDOR WARRANTS THAT THE Flap barrier with Face/Biometric/Card Based Access Control System supplied shall be brand new, free from all defects in fault of material, and manufacture and shall be of the grade and quality as ordered by the Bank and consistent with the established and generally accepted standards for material of the type, shall be in full conformity with the specifications, drawings and samples, if any, and shall operate properly. VENDOR shall be fully responsible for its efficient operation.

All of the terms, warranties and benefits granted by VENDOR herein are comparable to or better than the equivalent terms being offered by VENDOR to any of its present customers. **If VENDOR shall, during the terms of this Agreement, enter into arrangements with any of its customers providing greater benefits or more favourable terms, this Agreement shall thereupon be deemed to provide the same to the Bank too.**

VENDOR further certifies that the sale of the software to the Bank and use thereof does not infringe any provisions of the various laws related to patents, trademarks, copy rights or other Intellectual Property Rights (IPR).

### **4. REPAIR AND MAINTENANCE SERVICE:**

During the term of this Agreement, VENDOR agrees to maintain the flap barrier with Face/Biometric/Card Based Access Control System in good working order and for this purpose will provide the following repair and maintenance services:

- (a) The obligations expressed under the warranty expressed above shall include all costs relating to labour, spares, maintenance (preventive, unscheduled) and transport charges from site to manufacturers works and back for repair / adjustment or replacement at site of any part of the Face/Biometric/Card Based Access Control System which under the normal and proper use and maintenance proves defective in design, material or workmanship or fails to conform to the specifications given by the purchaser to VENDOR.
- (b) In cases where unserviceable parts of the Face/Biometric/Card Based Access Control System need replacement VENDOR shall replace such parts, at no cost whatsoever to the Bank, with brand new parts of equal or surpassing capability.

- (c) VENDOR shall further ensure that the Face/Biometric/Card Based Access Control System is not down at any time for want of spare parts for an unduly long period i.e. more than four (4) working days.
- (d) VENDOR shall provide repair and maintenance service, in response to oral, including telephonic, notice by the Bank, within next working day. There shall be no restriction on the number of free call visits in connection with repair and maintenance, the Vendor will be required to pay free service calls on as many times as required.
- (e) VENDOR shall ensure that faults and failures intimated by BANK as above are diagnosed and repaired within the next two working days of such report being logged with the vendor. If the repair work is expected to be prolonged beyond two working days, VENDOR shall **replace** the defective component of the Face/Biometric/Card Based Access Control System immediately, and restore operations. VENDOR will be required to pay a penalty @ Rs. 500/- per day [Maximum Rs.15000/-] of default with no grace if repair work/ replacement of defective component of Face/Biometric/Card Based Access Control System and restoration of full functionality does not take place within four (04) working days, of lodging of complaint. **WorkingDay** is defined as any day on which the concerned branch is open for business during its normal working hours. The penalty, if any, will be recovered from Maintenance Charges payable / Retention Money Deposit held by the Bank. There shall be no restriction on the number of free call visits in connection with repair and fault complaints, the Vendor will be required to undertake free service calls as many times as required to attend to complaints. For this purpose, communication by any means e.g. Letter, Email, SMS, Instant Messages, Mobile Phone Calls etc which are independently logged will be considered sufficient and the vendor shall have no right to insist on any particular form of communication. For all Electronic Forms of communications the time of sending shall also be considered as time of receipt by the vendor unless the vendor is able to prove delayed receipt of such communication.
- (f) **However**, in case the delay is caused due to the exigencies by the Bank then the Vendor shall obtain a certificate in writing from the respective Authority and submit the same to the authority awarding the contract and produce its receipted copy at the time of payment to offset penal deductions if any. This penalty shall also not apply in case of delays caused by so called acts of God, War, Earthquake, Riots, Bandhs, Civil Disturbances any of which affect either the vendor's nearest service center or the site of installation.

(g) VENDOR shall ensure that the full configuration of the EQUIPEMENT is available to the Bank in proper working condition with full functional capability [SYSTEM UPTIME] for 98% of the time in every quarter. SYSTEM UPTIME for the purposes of this document is defined as productive and error- free time of the Face/Biometric/Card Based Access Control System reckoned on a quarterly basis and the SYSTEM UPTIME efficiency shall be computed as under:

“Total Time” minus “Down Time” multiplied by 100 and divided by “Total Time”

$$\text{i.e.} \quad \frac{(\text{Total Time} - \text{Down Time}) \times 100}{\text{Total Time}}$$

**Where:** TOTAL TIME is the time (no. of hours) for which the Face/Biometric/Card Based Access Control System is required to be satisfactorily operational at the SITE during the quarter (90/91/92 days X 24 Hours)

DOWN TIME is the aggregate time lost due to Face/Biometric/Card Based Access Control System malfunction, unsatisfactory operation and improper maintenance during the quarter.

**5. PERFORMANCE:** VENDOR shall guarantee and ensure post installation. SYSTEM UPTIME efficiency, of 98% for the full configuration of the Face/Biometric/Card Based Access Control System, in every quarter.

## **6. PENALTY:**

(a) Without prejudice to any of BANK's other rights and remedies, for every 1 % drop in System uptime from the guaranteed 98% during a quarter, VENDOR shall reimburse to the Bank towards the penalty, 0.5 % of value of the particular Order limited to 5% or Penalty will be recovered from the Retention Money Deposit held by the Bank. In the event of downtime being such that the 5% penalty ceiling is breached the vendor shall become liable for further penal actions to the extent of termination of his contract with forfeiture of EMD/RMD as deemed fit and reasonable by the Bank. **However**, in case the delay leading to lower up-time is caused due to denial of access to the system by the Bank then the Vendor shall obtain a certificate in writing from the respective Branch Manager / Authority and submit the same to the authority awarding the contract and produce its receipted copy at the time of payment to offset penal deductions if any. This penalty shall also not apply in case of

delays in restoration of system caused by so called acts of God, War, Earthquake, Road Blockade, Riots, Bandhs, Civil Disturbances, any of which affect either the vendor's nearest service center or the site of installation.

(b) The VENDOR shall ensure that faults and failures intimated by BANK as above are diagnosed and repaired within the two next working days of such report being lodged with the vendor. If the repair work is expected to be prolonged beyond two working days, VENDOR shall **replace** the defective component of the Face/Biometric/Card Based Access Control System. VENDOR will be required to pay a penalty @ Rs.500/- per day [Maximum Rs.15,000/-] of default with no grace if repair work/ replacement of defective component of flap barrier with Face/Biometric/Card Based Access Control System and restoration of full functionality does not take place within four (04) working days, of logging of complaint. Working Day is defined as any day on which the concerned branch is open for business within its normal business hours.

7. VENDOR shall ensure that the time between failures (including any malfunctioning, breakdown or faults) in the Face/Biometric/Card Based Access Control System or any part thereof is not less than 2160 (90Days \* 24Hours) hours. For every 1 % drop in System uptime from the guaranteed 2160 hours during a quarter VENDORS shall reimburse to the Bank towards the penalty for each time of such failure 0.5 % limited to 5% of value of the particular Order which will be calculated quarterly and recovered from Retention Money Deposit / EMD held by the Bank. In the event of deficiency being such that the 5% penalty ceiling is breached the vendor shall become liable for further penal actions to the extent of termination of his contract with forfeiture of EMD/ RMD as deemed fit and reasonable by the Bank.

8. All engineering changes generally adopted hereafter by VENDOR for Face/Biometric/Card Based Access Control System similar to that covered by this Agreement, shall also be made to the Face/Biometric/Card Based Access Control System supplied to the Bank at no additional cost to the Bank.

9. All repair and maintenance service described herein shall be performed by qualified maintenance engineers fully familiar with the Face/Biometric/Card Based Access Control System.

(a) VENDOR shall maintain at the Bank's site, a written maintenance and repair log, and shall record therein each incident of Face/Biometric/Card Based Access



ControlSystem malfunctions, date and time of commencement and successful completion of repair work and nature of repair work performed on the Face/Biometric/Card Based Access Control System together with a description of the cause for work, either by description of the malfunction or as regularly scheduled Preventive Maintenance. The Bank shall use the same log for recording the nature of faults and failures observed in the Face/Biometric/Card Based Access Control System, the date and time of their occurrence and the date and time of their communication to VENDOR and its final rectification.

(b)TheFace/Biometric/Card Based Access Control System along with, normally, shall not be shifted to an alternate site and installed thereat during the currency of this Agreement. However, if the Bank desires to shift the Face/Biometric/Card Based Access Control System to a new site and install it thereat, the VENDOR shall be informed of the same immediately. VENDOR shall carry out this task at an additional cost which shall include the Labour Charges, Cost of Cabling as fixed by the Tender. The warranty and Comprehensive Maintenance Contract, as the case may be, after such shifting and re-installation, would continue to be binding on VENDOR and the Bank.

#### **10. SUBCONTRACTING:**

VENDOR WILL NOT SUBCONTRACT OR PERMIT ANYONE OTHER THAN VENDORS QUALIFIED PERSONNEL TO PERFORM ANY OF THE WORK, SERVICES OR OTHER PERFORMANCE REQUIRED OF VENDOR UNDER THIS AGREEMENT WITHOUT THE PRIOR WRITTEN CONSENT OF THE BANK. However, such restriction is not applicable for service / repairs being provided by the authorized representative of Original Equipment Manufacturer / dealer, subject to proper authorization by the VENDOR, in his presence.

#### **11. EQUIPMENTS ATTACHMENT:**

The Bank shall have the right to make changes and attachments to the Face/Biometric/Card Based Access Control System, provided such changes or attachments do not prevent proper maintenance from being performed, or increase VENDOR cost of performing repair and maintenance service.

**12. SECURITY:** VENDOR agrees that it and its personnel will at all times comply with all security regulations in effect at the given time at the Bank's premises and externally for materials belonging to the Bank.

**13. CONFIDENTIALITY:**

VENDOR ACKNOWLEDGES THAT ALL MATERIAL AND INFORMATION WHICH HAS OR WILL COME INTO ITS POSSESSION OR KNOWLEDGE IN CONNECTION WITH THIS agreement or the performance thereof, consist of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to the Bank. VENDOR agrees to hold such material and information in strictest confidence, not to make use thereof other than for the performance of this Agreement, to release it only to VENDOR'S employees requiring such information, and not to release or disclose it to any other party. VENDOR agrees to take appropriate action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this Agreement can be fully satisfied.

**14. LIABILITY AND INDEMNITIES:**

VENDOR represents and warrants that the repair and maintenance service / products hereby sold do not violate or infringe upon any patent, copyright, trade secret, or other property right of any other person or other entity. VENDOR agrees that it will, and hereby does, indemnify the Bank from any claim, damages, loss, penalty etc. directly or indirectly resulting from or arising out of any breach or claimed breach of this warranty.

**15. GENERAL:**

(a) No amendment to this Agreement shall be effective unless it is in writing and signed by duly authorized representatives of both parties.

(b) Each party warrants and guarantees that it has full power and authority to enter into and perform this Agreement and the person signing this Agreement on behalf of each has been properly authorized and empowered to enter into this Agreement. Each party further acknowledges that it has read this Agreement, understands it, and agrees to be bound by it.

(c) Words invoking the Singular/Masculine gender include the Plural/ Feminine gender and vice versa as per the context.

(d) The Vendor shall issue Photo-Identify Cards to all its employees who would be deployed for the survey / installation / maintenance or any other job for the system. The Photo-Identify Cards shall be signed by the employee concerned, the authorized signatory of Vendor. Photo copy of such Photo-Identify Cards to be provided to the concerned branches/offices of the Bank by the Vendor

(e) Preventive Maintenance : VENDOR shall conduct Preventive Maintenance not limited to inspection, testing, satisfactory execution of diagnostics, replacement of unserviceable parts, cleaning and removal of dust and dirt from the interior of the Face/Biometric/Card Based Access Control System, and necessary repairing of the Face/Biometric/Card Based Access Control System once within the first thirty days of the commencement of the warranty period and once within the first fifteen days of every subsequent quarter on a day and at a time to be mutually agreed upon. Notwithstanding the foregoing, VENDOR recognizes BANK's operational needs and agrees that BANK shall have the right to schedule the time for such maintenance work to a date and time not later than fifteen (15) working days thereafter with the liability of the vendor getting limited to only rectification of the fault and not the consequences of the fault. Any delay imposed by the Bank beyond this period shall completely absolve the Vendor from any liability arising out of non-functioning / restricted functioning of the system and the onus will shift on to the concerned Branch to have the service/repair carried out at the earliest and shall remain so till the necessary work is carried out.

(f) The Vendor shall make his own arrangement for the engagement of all labour and shall be responsible for regulating their service and work conditions in conformity with all Acts, Regulations, Rules or Order of Competent Authority under relevant laws in force during the Warranty period. Vendor shall indemnify the Bank from all claims relating to Workers/Staff/Sub-Contractor's Salaries, Wages, Overtime, Leave, Provident Fund, ESI, Medical Facilities, Gratuity, Bonds or any other claim as applicable and stipulated in any Statutory provisions, rules or order of Competent Authority.

(g) The several documents forming the contract e.g. RFP, Terms and Conditions, Corrigendum/s, various correspondences originating from the Bank, Maintenance Contract Agreement are to be read as mutually complementary to one another for the purpose of this contract and in case of ambiguities / discrepancies, the interpretation most favourable to the Bank shall prevail. This shall be interpreted by

Bank through CSO's Department at Local Head Office, LUCKNOW. Who shall also clarify to the Vendor in what manner the work is to be carried out and such advice shall be binding on the Vendor without any further recourse to arbitration.

(h) The vendor has to provide the services of a facilitator/administrator/technician at SBI LHO Lucknow on all working days of the month for maintaining the Flap Barrier with Face/Biometric/Card Based Access Control System, for preparing of ID Cards for staff members posted at LHO Complex and generating daily attendance report.

(i) For preparation of ID Cards for staff members at SBI LHO complex, the vendor has to arrange for Blank Cards, Ribbon (as per sample provided by the Bank) and Card holder (as per sample provided by the Bank) during the entire period of contract period of 6 years.

(j) The facilitator/administrator/technician has to ensure timely enrolment of face/finger templates of staff members and their ID Cards into the Face/Biometric-cum-Card readers.

(k) The daily attendance report in a specific format has to be forwarded to all department heads through auto-generated Email at specific time as decided by the Bank. The vendor shall modify the software free of cost for 3-4 changes per year in the attendance format during entire period of contract, if required by the Bank.

(l) In case of any fault/ problem in the system, the facilitator/administrator/technician should be capable to rectify the same immediately.

(m) No separate payment shall be made for printing of ID cards and enrolment of face/finger templates/smart cards during the entire contract period of six years.

**16.** All disputes related to this agreement shall be within the jurisdiction of Courts situated in LUCKNOW

IN WITNESS WHEREOF THE PARTIES HAVE EXECUTED THIS AGREEMENT  
ON THE ABOVE MENTIONED DATE

Seal of VENDOR affixed in presence of

And signed by the VENDORS authorized representative

Shri \_\_\_\_\_

Designation \_\_\_\_\_

In terms of Board / Partnership resolution dated \_\_\_\_\_

In the presence of (1) Shri \_\_\_\_\_

(2) Shri \_\_\_\_\_

For the Bank

Signature

Name \_\_\_\_\_

Designation

State Bank of India,

**Note: Depending upon the constitution of the VENDOR, necessary changes will be made to properly reflect such constitution.**

**PROFORMA OF INDEMNITY**

**(To be executed on stamped paper)**

To,

State Bank of India

\_\_\_\_\_

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Lucknow (UP) – 226001

Dear Sir,

**SUPPLY OF HARDWARE AND SOFTWARE:**

In terms of the Banks purchase order No. \_\_\_\_\_ dated \_\_\_\_\_ the Company/Firm has supplied to the Bank hardware comprising of the configuration as per the Expression of Interest documents.

2. The Company/Firm certifies that in respect of the system/equipment/ software etc. as supplied to the Bankare having its valid licence and the Company/Firm is the author/assigner/licensor. The Company/Firm further certifies that the sale of the same to the Bank and use thereof do not infringe any provision of the various laws related to patents, trademarks, copy rights or other intellectual property rights.

3. The Company/Firm certifies that all kinds of software provided to the Bank are from open source and noencrypted version is used.

4. If any action is brought against the Bank for infringement of any of the above provision in respect of the said system etc supplied by the Company/Firm, the Company/Firm will defend the same at our cost and consequences and will indemnify the Bank against all costs, charges, expenses, losses and other damages which the Bank may suffer, sustain, incur or pay on account of or arising from any third party claims made on the Bank in connection with the use of system hardware/software/equipment provided by the Company/Firm.

Yours faithfully,

(Authorized Executive of the Company/Firm)      AFFIX SEAL OF THE COMPANY/FIRM HERE

Name of the Signatory \_\_\_\_\_

**COMPANY/FIRM PROFILE**

Sl No.	Particulars	Response
1	Name of the Company/Firm	
2.	Name of the Directors/ Partners	
3	Date & Year of incorporation / Date & Year of commencement of business	
4	Address of the Registered Office	
5	Office Address in LUCKNOW Local Address of offices in the UP States other than LUCKNOW- if any	
6	Communication details of contact Official(s) Name Phone Number / Mobile no. Fax Number E-mail	
7	Constitution of the Company i.e. Public/Private/Partnership/Proprietary firm etc.	
8	GST No., PAN and other Statutory Registration Number	
9	No. Of offices and list thereof.	
10	Details of Key/ Senior Officials/ Directors/ Authorised Signatory/Service Engineer/Technicians Name Designation Qualification With the Company since Line of experience/ expertise	
11	Key financial indicators of related Security System (PI. Submit Profit & Loss statement, Balance sheet along with Auditor's Note.	
12	List of Clients whose work has been undertaken (proof of work order as well as completion certificate to be attached)	<u>(as per attached format – Appendix-7 )</u>
13	Any other information considered relevant	

**PI note: All supporting documents related to the above, should be enclosed failing of which, the TENDER (RFP) application shall be summarily rejected.**

(Signature/ Name of Authorized Signatory)

(Seal of the Company/Firm)

**LISTS OF CLIENTS AND WORK EXPERENCES**

Sl No.	Name of Client and address	Nature of work	No. of Orders in past 10 years	value of each work order (Rs)	Date of start	Date of Completion	Reasons for the delay, if any	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)

**(Signature / Name of the Authorized Signatory)****Seal of the Company/ Firm**



**No's of work orders in the last three financial year's i.e 16-17, 17-18, 18-19**

S No	Nature of work	Date of issue of work order	Name of client	Work order value	Date of completion	Remarks

(Signature/ Name of Authorized Signatory)

(Seal of the Firm)