



STATE BANK OF INDIA, CORPORATE CENTRE, MUMBAI INVITES
GeM Bid

GeM Bid FOR SUPPLY, INSTALLATION, TESTING & COMMISSIONING AND MAINTENANCE
OF FACE RECOGNITION BASED ACCESS CONTROL SYSTEM & TIME ATTENDANCE
SOFTWARE WITH CUSTOMIZATION FACILITY FOR PERIOD OF SIX YEARS, AT STATE BANK
OF INDIA CORPORATE CENTER, MUMBAI

THROUGH GeM

Assistant General Manager (Security)
State Bank of India,
Corporate Centre, State Bank Bhavan,
Madame Cama Road, Nariman Point, Mumbai,
Maharashtra 400021
Email: agm.security@sbi.co.in

SCHEDULE OF EVENTS:

1.	Name of the Work	Gem Bid for supply, installation, testing & commissioning and maintenance of FR Based access control System & time attendance software with customization facility for period of six years, at state bank of India corporate center.
3.	Mode Of Bid	GeM Portal (Online Part I - Techno-Commercial Bid and Part II - Price Bid through GeM Portal)
4.	Time of period for supply & Commissioning of equipment	The Project should start within 06 weeks of placing work order and completed within 08 weeks of placing work order and weekly progress report on system installation to be put-up to Security Dept, corporate center
9.	Earnest Money Deposit	₹5 Lakh
10.	Address for Communications	Assistant General Manager (Security) State Bank of India, Corporate Centre, State Bank Bhavan, Madame Cama Road, Nariman Point, Mumbai, Maharashtra 400021

Note: Any change in above schedule, on the account of reasons, whatsoever, shall be will be uploaded on the GeM Portal. Bidders are advised to periodically check the portal for latest updates related to this Bid.

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SECTION-01
GENERAL INFORMATION

- 1.1 State Bank of India, Corporate Centre, State Bank Bhavan, Madame Cama Road, Nariman Point, Mumbai, Maharashtra 400021 inviting Bid from the Firms/Companies/Authorized Dealers/Authorized Vendors dealing in supply, installation, commissioning, and maintenance of **Smart Swing Barrier with Built-in Face Reader, along with Smart Card Readers, Access Control Systems** for its Corporate Centre Building.
- 1.2 The Bank may reject any or all application/ incomplete applications, even though the firms
- 1.3 primarily satisfy the Pre-qualification criteria. The Bank reserves the right to cancel the Bidding process without giving any reasons at any stage. Bank's decision in this regard shall be final and binding on all concerned.
- 1.4 **Errors and Omissions:** Each bidder **shall** notify the Bank of any error, omission, or discrepancy, if any, found in this Bid Document.
- 1.5 **Acceptance of Terms:** The bidders will, by responding to the Bank's Bid document, be deemed to have accepted the terms as stated in this Bid document.
- 1.6 The successful Bidders may be required to execute an Agreement with the Bank in the form and format prescribed by the Bank.
- 1.7 In case the date of opening/closing of Bids is declared a holiday in Maharashtra, the bids will be opened/closed on the next working day at the same time. Bank has the right to accept/reject any/all bid without assigning any reasons. **The Bank also reserves its right to reject any bid which, in the opinion of the Bank, is too low or unrealistic for effectively carrying out the obligations required under the terms and conditions of the Bid.**

SECTION-02
EARNEST MONEY DEPOSIT AND SECURITY DEPOSIT

2.1 The Bidders shall deposit an EMD for an amount of Rs. 5,00,000/- (Rs. Five Lakh Only) in the electronic form on GeM in our account _____

Assistant General Manager (Security)
State Bank of India,
Corporate Centre, State Bank Bhavan,
Madame Cama Road, Nariman Point, Mumbai
Email: _____
Phone: _____

- 2.2 Bidders who are registered with NSIC/MSME are exempted from deposition of EMD are subject to the providing of copy of such Registration Certificate. However, Successful Bidder must deposit the security deposit amount of Rs. _____/- to the bank in the form of STDR/BG/DD in favor of Asst. General Manager (Security), State Bank of India, Corporate Centre Mumbai payable at Mumbai (Lien marked by SBI).
- 2.3 The EMD receipt or supporting documents for claiming exemption (as MSME/NSIC) with Central Procurement Organizations should be a part of the Technical Bid submitted by the Vendor/Bidder. Failure to comply with this condition shall result in summarily rejection of the Bid.
- 2.4 The EMD / Security Deposit shall be forfeited if:
- i. A Vendor/Bidder withdraws the offer during the period of validity of the bid/contract.
 - ii. The successful Vendor/Bidder fails to execute the work satisfactorily within the stipulated time schedule. Bank's decision in the above cases will be final.
- 2.5 No interest shall be paid on the EMD deposited by the Bider. Security Deposit of the successful bidder shall be refunded after the successful completion of the work tenure, whereas EMD of the unsuccessful bidders will be refunded on completion of Bid/Bid process. The EMD of the successful Bidder shall be retained as Security Deposit and payable at the end of the Contract Period.

SECTION-03
SCOPE OF WORK

- 3.1 The Scope of Work shall include supply, installation, testing, commissioning, and maintenance of **FR Based Access Control System & Time Attendance Software with Customization Facility for Period of Six Years, at State Bank of India Corporate Center, 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 at State Bank of India, Corporate Centre, State Bank Bhavan, Madame Cama Road, Nariman Point, Mumbai, Maharashtra 400021** in accordance with technical specification as **Annexure -I**.
- 3.2 **Delivery Period:** The Project should start within 06 weeks of placing work order and completed within 08 weeks of placing work order and weekly progress report on system installation to be put-up to Security Dept, corporate center.
- 3.3 **Allotment of work:** It will be mandatory to accept the scope of work and vendor should be willing to take up work of supply and maintenance together. Bank 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 thereof.
- 3.4 **In light of the requirements specified, the procurement of access control & time attendance software with customization facility for period of six years, at state bank of India corporate center, will not be fragmented among multiple firms or vendors. Instead, the entirety of the project shall be awarded to a single vendor.** This approach ensures seamless integration, uniformity in system components, and efficient coordination, thereby guaranteeing optimal performance and functionality of the entire access control solution. This decision is aimed at streamlining the implementation process, fostering accountability, and achieving a cohesive and robust security infrastructure at the designated location.
- 3.5 The work under this section shall consist of furnishing all labour, material, equipment, and appliances necessary and required to completely install the **face recognition-based access control system & time attendance software with customization facility for period of six years, at state bank of India corporate center** as required by the drawings and specified in the technical specifications as Annexure-I or given in the schedule of quantities.
- 3.6 The following procedure of work is to be followed for supply, installation, testing & commissioning of FR Based Biometric Access Control System (FRBACS) (including maintenance of existing systems) in the State Bank of India **State Bank of India,**

**Corporate Centre, State Bank Bhavan, Madame Cama Road, Nariman Point,
Mumbai, Maharashtra 400021**

- a) **Mandatory AMC Visits:** Four visits in a year (Once in three months).
- Checking & testing of the installed equipment, power supply etc. functioning of UPS/ Battery backup.
 - Check the serviceability of the system.
 - Check whether the FRBACS is being kept switched ON 24X7 and appraise the AGM (Security Operations) and Security Officer, if found otherwise.
 - Switch off the regular power supply and check the working of FR Based Biometric Access Control System (FRBACS) on UPS/Battery back-up.
 - To rectify the equipment and replace worn out or defective parts of system.
 - Retrieval of FRBACS data as and when required / or called by the Bank.
 - Maintain/update record of FRBACS in the Security Information Register.
 - Will have to mandatorily provide 04 quarterly branch visits and on- call/ emergency visits without any charge.
 - There must be a gap of minimum 70 days between two mandatory quarterly visits.
 - FRBACS to be installed near the entrance of SBB or as per bank guidelines.
- b) The above all checking, and testing should be carried out by qualified technicians/engineers only. Security registers should be maintained.
- c) In case of any breakdown (minor/major) qualified technical/engineer should be deputed by the firm for repairing the system, on receipt of information the bank the firm shall respond maximum within 2 working days. The repairs/servicing of the system/equipment's shall be done as per the guidelines of the respective manuals of the manufacturers. In case the system requires major repairs, the Firm shall provide a replacement before taking the defective system for repairs.
- d) Any damage caused to the existing structure, wiring, other devices / equipment during installation shall have to be made good by the Firm at its own expense, failing which the Bank will be free to do the needful to restore the status-quo-ante at the risk and cost of the vendor and shall recover the cost for such rectification from the Firm's final bill or EMD as deemed fit.
- e) While carrying out wiring, it should be ensured that adequate flexibility is available in the wiring to allow the renovation work on the floor, whenever required. Required margins from the ceiling on each floor to allow renovation work, whenever required, will have to be catered while executing the installation with consultation with Security Officer.
- f) All cables / wires should be properly anchored / fixed. The wiring for the system should be spaced so as to cause no electrical interference in the system. This aspect shall be tested and confirmed by the Firm during the progress of the work.
- g) A sample of all the cables, sensors etc. used should be provided by the Firm to the State Bank of India, Corporate Centre, State Bank Bhavan, Madame Cama Road, Nariman Point, Mumbai, Maharashtra 400021 for verification and comparison purposes.
- h) The Firm shall ensure that the work is carried out neatly and Bank's ambience is not

disturbed. The Firm shall also ensure that there should be no damage to Bank's property/or any decorative structure, while carrying out the work. The Firm will rectify the damages at his own cost.

- i) The Firm will ensure that whenever the work is to be carried out in working hours, the entire work involved shall be carried out with the least disturbance. All dismantling work and work generating noise shall be done after office hours and holidays and daytime work shall have to be done in restricted hours, after obtaining written permission from the CSO/AGM.
- j) The debris/ dust or any wastage generated out of the above work shall be cleaned as frequently as required and as instructed by the CSO/AGM.
- k) The Firm shall make adequate arrangement for watch and ward of his material and shall ensure the safety, breakage and any theft of material fixed or unfixed by him.
- l) The work executed/ equipment supplied should be inspected by the authorized Official and the Firm shall rectify any bad workmanship/defect pointed out at any stage and rectify the same.
- m) The Firm shall be responsible for the application of labour laws, all other social security enactments applicable to such works and workmen and compensation for injury and accident to person, if any, whether such injured person is employed by it.
- n) The statutory deductions like income tax and any other taxes as applicable shall be deducted at source from each payment of the Firm.
- o) The Bank will be within its right to ask for the testing of item(s) supplied/material used from the competent/approved agency. The cost of testing will have to be borne by the Firm.
- p) The dealership of the Firm shall not be allowed to be discontinued by the principal manufacturer during the contract period. The Bank will be free to forfeit the security deposit of the Firm, in case dealership of Firm is cancelled by the principal manufacturer during the contract due to any reason.

3.7 **Warranty period:** For new supply of the Face Recognition based Biometric Access Control System (FRBACS), It shall be **12 calendar months** from the date of handing over after completion of work.

3.8 The right to make any changes in the specifications of equipment or terms of the contract is solely vested with this office. The authority to penalize the Firm(s) is vested with this Office either upon on receipt of recommendations duly supported by documents, from the State Bank of India, Corporate Centre, State Bank Bhavan, Madame Cama Road, Nariman Point, Mumbai, Maharashtra 400021 or Suo-moto.

3.9 The Bank shall extend all co-operations to facilitate the smooth execution of this contract. Any work which is not in the scope of work, if deemed necessary, may be arranged by the bank at its own cost. Any difficulty faced by the Firm in execution of this contract shall be brought to the notice of Chief Security Officer or Assistant General Manager without any delay.

3.10 **PAYMENTS AND DEDUCTIONS**

- a) No advance payment will be made by the Bank. Payment will be made against supply and installation of system only.
- b) Maintenance / AMC Payment will be made on satisfactory completion of work by respective office on centralized basis on production of duly verified Quarterly Service Report / Bill after due scrutiny and verification. Payment of new work bill(s) will be made by this office supported by work order/ installation certificate after due scrutiny and verification.

3.11 **PERFORMANCE GUARANTEE & LIQUIDATED DAMAGES:**

- a) Performance Guarantee/ Security Deposit, deposited by the firm will be kept with the Bank, for the entire period of the contract.
- b) For delay beyond two working days of getting to attend the break down complaint during AMC, Liquidated damages at the rate of Rs. 0.5% per day to a maximum of 5% of the total AMC value shall be imposed. This amount shall deduct from the AMC bill or Security deposit as deemed fit.
- c) For delay beyond eight weeks of getting the work order for new installation, penalty, at the rate of Rs.0.5%/- per day to a maximum of 5 % of the total value of the work order shall be imposed as liquidated damage (LD) for the delay period. This amount shall deduct from the final bill or Security Deposit as deemed fit.
- d) In case of supply of substandard materials. The acts, contrary to the laid down norms, or on detection of any tendency to cheat the Bank, the contract to the Firm will be cancelled without prior notice and the firm will be delisted/ blacklisted from the Bank.
- e) All complaints are to be attended within the aforementioned time frame under AMC from the date/time of lodging complaint/request.**

3.12 **Exit Option:** The Bank reserves the right to cancel the contract in the event of the failure of the bidder to agree on the terms of the contract within 30 days from the date of communication of award by the Bank and sharing of terms of contract by the Bank and subject to a cure period of 30 days. If the bidder does not meet these criteria, then the Bank may at its discretion declare the next best bidder as the successful bidder. The contractor will have an option to exit from the contract if felt so, by serving a notice period of 90 days.

3.13 **Force Majeure:** In case either party is prevented from performing any of its obligations due to any cause beyond its control, including but not limited to act of God, fire, flood, explosion, war, action or request of governmental authority, systemic breakdown, failure of electricity supply, accident and labour trouble, the time for performance shall be extended until the operation or such cause has ceased, provided the party affected gives 10 days' notice to the other party of any such factors or inability to perform and resume

performance as soon as such factors disappear or are circumvented.

- 3.14 In case, Force Majeure continues more than 30 days; both the parties should discuss to find out mutually agreeable solution to the problem. In case, it is decided to terminate the contract, the Bank shall be required to pay the bidder only such amounts as due to it on account of completed items. The bidder shall not be liable for any loss, damage or claims under this Agreement for termination due to Force Majeure clause.
- 3.15 **Disqualification:** Any form of canvassing/lobbying/influence/query regarding short-listing, status, etc. will be a disqualification.
- 3.16 **Jurisdiction of Court:** The courts at Mumbai Maharashtra shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

SECTION-04
(Documents to be uploaded)
PRE-QUALIFICATION OF MANDATORY REQUIREMENTS

S.No.	Criteria	Qualification	Supporting Documents to be uploaded
1.	Working Experience in Govt. Semi-Govt./ Govt. Undertakings / Autonomous bodies/ Corporate Sector/ Banks/ Insurance Companies.	The Firms/ Companies/ Authorized Dealers/Authorized Vendors should be in the field of supply, installation, testing, commissioning, maintenance and repair of BACS, Barriers, Face Reader, Smart Card Readers, Access Control System related business with Public Sector Undertaking / Organization / State / Central Govt., Corporate for a minimum period of 07 years.	Documentary proof should be provided in support of experience like order copy/contract copy and installation certificate/ satisfaction completion certificate from client.
2.	Annual turnover during each of the three years ending on 31 March 2023. 2020-2021 2021-2022 2022-2023	The Firms/ Companies/ Authorized Dealers/Authorized Vendors should have an average turnover of Rs. 05 Crore and above during last 03 Financial Years ending on 31 March 2023.	Attested photocopies of the last 03 years ITRs and certificate from Chartered Accountant on his letter head showing Profit & Loss and turnover Statement.
3.	Value of Works attended to as described.	The intending Bidders must have executed successfully similar works, during last Seven years from the last date of publication of the eBid having value of work done as under: (a) Three works each costing not less than the amount equal to 20 lakhs. (excluding taxes) OR (b) Two works each costing not less than the amount equal to 35 Lakhs. (excluding taxes) OR (c) One work costing not less than the amount equal to 80 Lakh. (excluding taxes)	Copies of work Orders/Completion Certificate and proof of amount paid by the organization to the firm. (Satisfactory execution of work certificate mentioning the paid amount from competent authority)

4.	Nature of Clients	At least minimum three on-going contracts in the field of supply, installation, testing, commissioning, maintenance and repair of BACS, Barriers, Face Reader, Smart Card Readers, Access Control System related business with Govt. Sect./Public Sector Undertaking / Organization / State / Central Govt.	Copy of the currently running contracts/ work Order / from client not older than three months.
5.	Own Office	Registration certificate under Maharashtra Shops & Establishment Act AND should have an offices/ service center preferably in the Mumbai or nearby cities. The Firms must have adequate infrastructure in terms of office, workshop in the State of Maharashtra. The presence of the office should be there for a minimum of 02 Years as on the date of publication of the Bid.	Registration certificate under Maharashtra Shops & Commercial Establishment Act. AND Copy of Property Document / Rent Agreement along with list of technically qualified staff for the job to be executed in the State of Maharashtra.
6	Legal Structure: Private Limited/Public Limited, Partnership, LLP Proprietorship	Should be registered in India under the Indian Companies Act of 1956/1932 or any other act as applicable, GSTs, PAN, and comply with all the labour Laws, Rules and Regulation of State and Central Government.	Copies of all relevant certificates should be enclosed.
7	Back-to-back certificate from original equipment manufacturers (OEM) certified to ISO:9001 and ISO:14001	Back-to-Back Support Certificate for minimum 06 years from the original equipment manufacturers (OEM).	Copies of all relevant certificates should be enclosed.
8	Arbitration/ litigation/ Blacklisted/ de- listed/ de-paneled	Firms who are under arbitration/ litigation with our Bank or have been blacklisted/ de- listed/ de-paneled / discontinuation of services due to unsatisfactory services / practice by any Govt/ Semi Govt/ Nationalized Banks/ Public Sector Banks (PSBs) / PSUs/	An AFFIDAVIT by Proprietor/All Partners/ Director duly declaring his/their position in the Proprietorship/ Partnership/

		Financial Institutes (FIs) during last FIVE YEARS will not be considered.	Company, as the case may be, on a Stamp Paper duly notarized, to be submitted
9	Solvency Certificate	Solvency Certificate/equivalent document of Rs. 1 Crore issued not older than 06 months on date of submission	Banker's Solvency Certificate worth Rs. 1 Crore along with Banking details to be submitted. The Certificate must be addressed to The AGM (Security) State Bank of India, Corporate Centre, State Bank Bhavan, Madame Cama Road, Nariman Point, Mumbai, Maharashtra 400021

NOTE: The short listing of vendors will be done after scrutinizing and verification of the documents, work carried out / product demonstration/Presentations.

SECTION-05
ELIGIBILITY CRITERIA CUM SELECTION PROCESS

Bidders who are participating in the Biding process should meet the eligibility criteria as given hereunder:

Eligibility Criteria:

- OEM should not have been blacklisted / debarred by any Government / Government undertaking / semi-Government / Govt. Controlled Institutions/projects/ Reputed private organizations in India for non-satisfactory performance, corrupt & Fraudulent or any other unethical business practices, not meeting critical conditions/ standards/security clearance etc., during last five (5) years. Also, the Bider should not have rescinded the works after award of the contract during last five (5) years. The OEM shall provide an Undertaking.
- Technical Catalogue of quoted products (ACS, FPD, System) to be attached with the technical compliance and same should be available on OEMs' website. Buyers can match and verify the Data Sheet with the product specifications offered. In case of any unexplained mismatch of technical parameters, or Non-Compliance shall result in rejection of Bid.
- OEM documents needs to be submitted: Certificate of Incorporation, GST, PAN, Service Center Declaration, Data Sheets, Product Certifications (Example - UL, FCC, RoHS, BIS), Quality Certification (Example - ISO / CMMI), Non-Blacklisting Declaration, Non-Malicious Code Declaration, Land Border Clause Declaration, Technical Compliance.
- OEM of face readers, access controller and software should have direct office and support center in India.
- Critical components like Network card, Wifi, MAC address in Face / biometric readers should not be from countries share land border with India
- OEM of face and biometric reader should be NDAA complaint
- OEM of access controller and software supplier company should be ISO 9001: 2015 and ISO 14001:2015 certified
- Bidder should submit MAF (Manufacturer Authorization certificate) from the OEM, where OEM authorizes bidder to bid for this project
- Access controller and software should be from the same OEM.
- The vendor should demonstrate a sound financial turnover, averaging a minimum of Rs. 5 crores during the last three financial years.
- The vendor is required to have minimum a two-year-old full-fledged and established office with adequate staff preferably in Mumbai or nearby cities. Submission of valid Shop & Establishment Certificate, rent deed and other documentary proof are

mandatory.

- The vendor must have a robust track record with a minimum of seven years of experience in the industry. Specifically, the vendor should have successfully executed projects of a similar nature involving Bio-Metric Access Control Systems with barriers in the past seven years.
- The minimum executed work of similar nature should align with the following criteria:
 - i. Minimum Executed Work Value (1 Work Order) of 80 Lakhs (excluding taxes).
 - ii. Minimum Executed Work Value (2 Work Orders) of 35 Lakhs (excluding taxes). value for each work order.
 - iii. Minimum Executed Work Value (3 Work Orders) of 20 Lakhs (excluding taxes). for each work order.

- The vendor must have at least three back-to-back and running maintenance contracts in hand with Govt Department/ Autonomous Body/ PSUs/ PSBs in the field of supply, installation, testing, commissioning, including maintenance and repair of **BACS, Barriers, Face Reader, Smart Card Readers, Access Control System** related business with a minimum value of 27 lakh (excluding taxes) and above.
- **The OEM must have an established presence in India with a registered office in the country.**
- **The OEM must have comprehensive service support, including 24*7 availability and a toll- free customer assistance number.**
- **The OEM should exhibit financial stability with a minimum of 100 crores and above.**
- Biometric devices must be **BIS, CE, FCC, UL certified, and GDPR compliant.**
- **Biometric Devices must undergo testing for National Defense Authorization Act (NDAA), REACH, ROHS, WEEE compliance.**
- Devices should have **IP-65 certification.**
- Bidders must upload documentary proof for the specified criteria.
- It is the responsibility of the bidders to submit relevant documents with the technical bid.
- The vendor is required to adhere to the Evaluation Criteria outlined below and must obtain a minimum of 65% marks to qualify for further process.

- **SELECTION PROCESS:**
 - **Evaluation of Technical Bid**

 - **Bidders not fulfilling the eligibility criteria / not uploading the supporting document as per check list at Section 4 will not be considered and their bid will be summarily rejected.**

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

Site Visit by the prospective bidders is a must in order to finalize the BOQ. Site 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

- Bank will evaluate the Bid applications based on the Eligibility criteria set forth as stated above and submission of documents as per check list at Section 4.
- 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 time to show the physical demonstration of features of the product offered, its compliance according to the enclosed technical specification at the bank's premises or any other premises where the equipment is installed.

- **Evaluation of Commercial Bids Through E-Reverse Auction:**

- **L1 bidder** shall be decided through **e-reverse auction** process through internet. Shortlisted bidder shall be intimated in due course of time.
- Price quoted through the process of reverse auction will be firm for the entire contract. excluding GST / Other Taxes.
- 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 Bank
- Bank will not enter in any correspondence or communication with the unsuccessful bidders.
- Bank reserves the right to reject any or all offers without assigning any reasons thereof.

SECTION-06

GENERAL TERMS AND CONDITIONS

6.1 Bank reserves the right to purchase the equipment's/ items through GeM **portal** of Govt. of India directly and provide the same to the firm/ vendor for installation and commissioning in the designated office. However, cost of any material / component provided by the firm for installation and commissioning of the system/ equipment would be paid as per approved / prevalent market rates, including installation charges.

6.2 Indemnity: The selected bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to labour act, minimum wages act, engaging the manpower laws etc. Selected Bidder shall keep the Bank, its Successors, Assignees and Administrators fully indemnified and harmless against loss or liability, claims actions or proceedings, if any, that may arise from whatsoever nature caused to the Bank through the action of its employees, agents, contractors, subcontractors etc. The indemnification is only a remedy for the Bank. The Selected Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However, indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities. However, the Selected Bidder would be given an opportunity to be heard by the Bank prior to making decision in respect of such loss or damage.

6.3 Liability of the Selected Bidder: Bank shall hold the selected bidder, its Successors, Assignees and Administrators fully liable against loss or liability, claims, actions or proceedings, arising out of non- fulfilment of any obligations under the Contract. Selected Bidder shall be the principal employer of the employees, agents, contractors, subcontractors etc. engaged by the firm and shall be vicariously liable for all the acts, deeds or things done by its employees, agents, contractors, sub- contractors etc., whether the same is within the scope of power or outside the scope of power, vested or instructions issued by the Bank under the Contract to be issued for this Bid Document. Such liability of the Selected Bidder will be restricted to the actual amount of the Contract. "Notwithstanding anything to the contrary elsewhere contained in this or any other contract between the parties, Bank shall not, in any event, be liable for any indirect, special, punitive, exemplary, speculative or consequential damages, including but not limited to loss of income or profits."

6.4 Negligence by the Bidder: In connection with the work or contravening to the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such time as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf.

6.5 Obligations of the Bidder: The Bidder is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanors.

6.6 Products Certifications:

The components of the Face Recognition Based Biometric Access Control System (FRBACS) proposed to be installed by the applicant should bear certification by one of the standards as listed against each item below i.e. UL (Underwriters Laboratories Inc), BIS (Bureau of Indian Standards), A copy of relevant certification needs to be enclosed.

S. No	Product	Standard
1.	FR / Biometric Reader & Controller	Standard Type Tested by BIS, UL294
2.	Magnetic lock	ISI-Marked
3.	Exit Switch (stainless Steel) each	Standard. Type Tested by BIS / UL /FCC
4.	Power supply	Standard. Type Tested by BIS / UL /FCC
5.	Wiring CAT 6	ISI-Marked
6.	8 Core Shielded Cable	ISI-Marked
7.	3 Core Shielded Cable	ISI-Marked
8.	2 Core Shielded Cable	ISI-Marked

6.7 Authorization Letter:

- a) The applicant should submit the authorization Letter from the Principals / OEMs (Original Equipment Manufacturer) / Distributors whose products are proposed.
- b) The Applicant should be an authorized supplier / channel partner of a manufacturer / System Integrator, of the proposed system.
- c) **The Applicant shall have back-to-back agreement with each of the equipment Manufacturer, so that direct support for maintenance, spares and upgrades is available for at least six years from the date of installation of the system.**
- d) State Bank of India reserves the right to visit/inspect Applicant/Manufacturer facilities to ascertain the above facts. The Bank’s representatives may visit the applicant’s factory site/offices and contact his past clients for verification of information given by the applicant. The applicant will be required to give/arrange the necessary facilities for any such verification process.

6.8 Manpower Requirement Criteria

SN	Category of worker & Area Classification	Particulars	Nos.	Manpower Category & requirements
a	Skilled	Technical Key personnel	1	Skilled Category HSC passed or above with Minimum 5-year experience in Maintenance of Biometric Access Control System.

6.9 Service Support Office:

- a) The applicant must have an established office or service center, preferably located in Mumbai, within the state of Maharashtra. This office/service center must be equipped with sufficient technical personnel capable of providing round-the-clock support, seven days a week. Additionally, it is essential that this facility has been operational, ensuring seamless post-implementation support services. Complete address, contacts and Documentary evidence for the same needs to be provided.
- b) The contact details of service centers, particularly the contact numbers, must remain consistent throughout the duration of the vendor's relationship/agreement with State Bank of India, Corporate Centre, State Bank Bhavan, Madame Cama Road, Nariman Point, Mumbai, Maharashtra 400021.

6.10 Product Literatures:

- a) As part of the bid submission, the applicant is required to provide documents that demonstrate their capability to undertake the proposed work.
- b) Additionally, the applicant must include documentary evidence, such as literature, drawings, and data, pertaining to the offered products, along with relevant certifications.
- c) Evaluation of the bids will be conducted solely based on the documents submitted at the time of bid submission, without any further correspondence with the applicant.

6.11 The Firm/Company/Dealer/Vendor intending to participate must not have been involved in arbitration or litigation with our Bank within the last five years. Additionally, they must not have been blacklisted, delisted, de-paneled, or had their services discontinued due to unsatisfactory practices by any Government/Semi-Government/Nationalized Public Sector Banks/Public Sector Undertakings (PSUs)/Financial Institutes (FIs)/Corporate Offices.

To affirm this, a valid AFFIDAVIT, executed on Stamp Paper as applicable and duly attested by a Notary/Magistrate, must accompany the application. Applications submitted without this affidavit will be summarily rejected.

6.12 Other Terms & Conditions:

- a) In case of serious lapses or non-fulfillment of any terms & conditions, the contract is liable to be canceled with forfeiture of the 'security deposit'. Beside this Bank may take suitable action as deemed necessary.
- b) The Bank reserves the right through the Security Department to make changes in method and specifications of work within the overall framework of the terms and the basket of products.
- c) The Bank also reserves the right to seek downward revision of prices after the initial fixed rate period, if it finds that the prices have fallen 30% or more of the equipment being supplied.
- d) All components/sub-assemblies/spares used shall be as per the Technical Specifications approved by the Bank.
- e) The Bank, through its Security Officer reserves the right and the vendor shall arrange to have a functional/performance test of any equipment carried out to verify the performance parameters of the equipment. In case of any deficiencies observed the contractor concerned shall be responsible for rectification of the equipment at his cost.
- f) The responsibility for maintaining the Face Recognition Based Biometric Access Control System (FRBACS) during the currency of Warranty and AMC would be that of the concerned contractor who has to diarize the schedule and ensure that the needful is done on or before the due date, but not more than 10 days before the due date.
- g) The agreement will be executed with the selected vendors by this office on Banks standard format.
- h) The equipment shall not have been manufactured more than 6 months prior to the date of installation.
- i) Warranty period: For new supply of Face Recognition Based Biometric Access Control System (FRBACS), It shall be **36 calendar months** from the date of installation against any manufacturing defects.
- j) Any liability arising from litigation, including cases brought before consumer courts, due to any action or omission by the Vendor, shall be the sole responsibility of the Vendor. This includes covering all associated expenses and fines. In the event that any sum of money is directed to be paid by the Bank as a result of instructions from Labor Authorities, or any claim or application under labor laws or regulations, such sum shall be deemed payable by the Vendor to the Bank within seven days. The State Bank of India, without prejudice to any other rights or remedies available to the Bank, shall have the right to recover said sum from the Vendor by deducting it from any money owed to the Vendor or from the security deposit held by the Bank. The State Bank of India, without prejudice to other rights/remedies available to the Bank, shall be entitled to recover the amount of penalty or otherwise from the Vendor by deduction from money due to the Vendor or from the security deposit money.

6.13 Compliance with Tax Laws: The Vendor shall ensure full compliance with tax laws of

India regarding this contract and shall be solely responsible for the same. The Vendor shall keep the Bank fully indemnified against liability of tax, interest, penalty etc. of Vendor in respect thereof, which may arise.

6.14 Termination of the Contract: The Bank reserves its right to cancel the entire contract in whole or part at any time without assigning appropriate reasons in the event of one or more of the following conditions:

- i. Delay in completion of the work beyond the specified period for reasons solely ascribed to the bidder.
- ii. Serious discrepancies noted in the conduct of the work.
- iii. Breaches in the terms and conditions of the contract.
- iv. If the bidder fails to perform any other obligation(s) under this Bid/and subsequent agreement.

6.15 Notwithstanding anything herein contained, the Bank may, by giving 30 (thirty) days' notice in writing to the service provider, terminate the Contract under any one or more of the following conditions:

- i. If at any stage, even after the award of the contract, it comes to the notice of the Bank, that the Bidder had used fraudulent methods or falsified documents to obtain the contract, the Bank would be at liberty to terminate the contract without any notice and a penalty as deemed appropriate would be imposed on the vendor/bidder.
- ii. The Bank may terminate the contract if it is found that the Bidder is black listed on previous occasions by any of the Banks / Institutions / Local Bodies / Municipalities / Public Sector Undertakings.
- iii. The Bank may terminate this agreement before the determination of the said period of 03 years for any reason whatsoever or without assigning any reason thereto after giving one month's notice period to the Vendor.
- iv. In the event of any default by the Bidder, if in the reasonable opinion of the Bank, performance of any of the services under this Bid by the Bidder is not acceptable as being in contravention of any law as may be applicable from time to time or industry practice, under the circumstances which would amount to objectionable service or for any reason Bank decides to discontinue and/or dispense with service for any administrative reasons or otherwise.
- v. If the Bidder fails to fulfill the services outlined in this Bid Notice or breaches any of the terms stated herein, or if the service provider is declared insolvent by any court of law, or if the service provided is deemed illegal, fraudulent, or in violation of any law by a court of competent jurisdiction, then such actions shall constitute a breach of contract.

- vi If a petition for insolvency is filled against the service provider and such petition is not dismissed within ninety (90) days after filing and / or if the service provider makes an arrangement for the benefit of its creditors or, if the Court Receiver is appointed as receiver of all / any of the service provider's properties.
- vii If in the opinion of the Bank, the interests of the Bank are jeopardized in any manner whatsoever. Nothing contained in this Bid shall affect the right of the Bank to terminate the contract with immediate effect in the event of the happening of all or any of the cause stated in this clause.
- viii Notwithstanding the above, if the service provider discontinues its business at any point of time due to any reason whatsoever, the Bidder shall give notice in writing, 30 days prior to the closure of discontinuing the business to the Bank and shall give all assistance to the Bank till the services hereto handled by the service provider is suitably transferred to other Agencies and/ or taken over by the Bank. The closure shall not discharge the service provider from providing such information and maintaining the records as stated hereinbefore.
- ix It shall be open for SBI to terminate the agreement on the death, retirement, insanity or insolvency of any person/s, being director/s or partner/s, in the said company / firm or on the addition or introduction of a new partner without the previous approval in writing of SBI. But in the absence of and until its termination by SBI as aforesaid, this agreement shall continue to be of full force and effect notwithstanding any changes in the constitution of the firm by death, retirement, insanity or insolvency of any of its partner or the addition or introduction of any partner. In case of retirement/ death, the surviving or remaining partner of the firm shall be jointly and severally liable for the due and satisfactory performance of the terms and conditions of the agreement.
- x **Effect of Termination:** The Bank reserves the right to make prorated payments for services provided by the bidder and accepted by the Bank, at the Bank's sole discretion, in the event of termination, provided that the bidder has fulfilled its obligations until such date. However, no payment for "costs incurred, or irrevocably committed to, up to the effective date of such termination" will be considered admissible. There will be no termination compensation payable to the bidder. Termination does not release the Bank from the obligation to make payments for undisputed amounts to the bidder for services rendered until the effective date of termination. Termination does not prejudice any other rights or remedies that either party may have under this agreement or at law, nor does it affect any accrued rights or liabilities of either party, nor does it affect the coming into force or continuation of any provision expressly intended to come into force or continue in force on or after termination.

6.16 Publicity: The selected bidder must obtain explicit written permission from the Bank before using the Bank's name in any publicity.

- 6.17 Inspection of Records:** All records pertaining to any matter outlined in this Bid Document, held by the bidder, shall be accessible to the Bank or its authorized officials at any time during regular business hours. The Bank reserves the right to audit, inspect, and obtain excerpts or transcripts of all pertinent data as deemed necessary. These records are subject to examination.
- 6.18** In the event of any dispute, both parties agree to submit to sole arbitration. The arbitration proceedings shall take place in Mumbai and be conducted in accordance with the provisions of the Indian Arbitration and Conciliation Act, 1996, or any subsequent amendments or re-enactments thereof.
- 6.19 Disclaimer:** The Bid would bind neither the Bank in any contract nor in an offer of an assignment/contract. The Bank reserves the right to accept any bid/ proposal or reject any or all the bids/ proposals received in response to the Bid and to cancel the entire process at any time prior to award of the assignment/contract, without thereby incurring any liability to the affected respondent/s. The Bank shall not be bound to offer any reasons for such acceptance/ rejection nor shall entertain any correspondence with the rejected respondents in this matter. The Bank reserves the right to cancel the Bid process altogether at any time for any reason whatsoever. Purely as the discretion of the Bank.
- 6.20** The Firms shall not use logo and name of the State Bank of India on their letter head, sign board and rubber stamp etc.
- 6.21 Non-disclosure of Information:** The Selected Bidder shall not, without the Bank's prior written consent, disclose any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the Bidder in the performance of the work assigned to them.
- 6.22 No Commitment to Accept any Bid:** Bank shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers without assigning any reason whatsoever. Bank has the right to re-issue Bid/bid. Bank reserves the right to make any changes in the terms and conditions of Bid Document that will be informed to all bidders. Bank will not be obliged to meet and have discussions with any bidder, and/or to listen to any representations once their offer/bid is rejected. Any decision of Bank in this regard shall be final, conclusive and binding upon the bidder.
- 6.23 Signing of the Bid:** The bid shall be signed by a person or persons duly authorized by the Bidder with signature duly attested. In the case of a body corporate, the bid shall be signed by the duly authorized officers and supported by internal corporate authorizations.

6.24 Safety Guidelines:

- i. **Training and Awareness:** All laborers involved in installation and maintenance work should receive proper training on safety procedures, equipment usage, and hazard identification. Regular safety awareness programs should be conducted to keep them informed about the latest safety protocols.
- ii. **Personal Protective Equipment (PPE):** Laborers must wear appropriate PPE such as helmets, safety goggles, gloves, safety shoes or any other relevant equipment while working at Bank's premises.
- iii. **Risk Assessment:** Before starting any installation or maintenance work, a thorough risk assessment should be conducted to identify potential hazards and implement appropriate control measures to mitigate risks.
- iv. **Safe Work Practices:** Laborers should adhere to safe work practices at all times, including proper lifting techniques, use of appropriate tools, and following equipment manufacturer's instructions. Avoid shortcuts that compromise safety.
- v. **Electrical Safety:** When working with electrical equipment or installations, laborers should ensure that the power source is properly isolated and locked out to prevent accidental energization. Only authorized personnel should work on electrical systems, and they should use insulated tools and equipment.
- vi. **Fall Protection:** For work at heights, such as installation or maintenance of overhead structures or equipment, laborers should use appropriate fall protection systems such as safety harnesses, guardrails, or safety nets.
- vii. **Fire Safety:** Laborers should be trained in fire safety procedures and know the location of fire extinguishers, fire exits, and emergency evacuation routes. Flammable materials should be stored properly, and smoking should be prohibited in designated areas.
- viii. **Chemical Safety:** If installation or maintenance work involves handling hazardous chemicals, laborers must be trained in proper handling, storage, and disposal procedures. Material Safety Data Sheets (MSDS) should be available for reference.
- ix. **Emergency Preparedness:** Laborers should be familiar with emergency procedures, including first aid techniques, reporting of incidents, and contacting emergency services. First aid kits and emergency contact information should be readily accessible on-site.
- x. **Communication:** Effective communication among laborers, supervisors, and other stakeholders is essential for maintaining a safe work environment. Clear instructions, warnings, and safety signage should be provided in appropriate languages.
- xi. **Regular Inspections and Maintenance:** Equipment and machinery used for installation and maintenance should undergo regular inspections and maintenance to ensure they are in safe working condition. Any defects or malfunctions should be reported and addressed promptly.

6.25 Representation and Warranties by Vendor/Supplier/Service Provider

- i) Service Provider shall perform the Services and carry out its obligations under the Agreement with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in the industry and with professional standards recognized by international professional bodies and shall observe sound management practices. It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods.
- ii) Service Provider has the requisite technical and other competence, sufficient, suitable, qualified and experienced manpower/personnel and expertise in providing the Services to the Bank.
- iii) Service Provider shall duly intimate to the Bank immediately, the changes, if any in the constitution of Service Provider.
- iv) Service Provider warrants that to the best of its knowledge, as on the Effective Date of this Agreement, the products and services provided by Service Provider to the Bank do not violate or infringe any patent, copyright, trademarks, trade secrets or other Intellectual Property Rights of any third party.
- v) Service provider shall ensure that all persons, employees, workers and other individuals engaged by Service Provider in rendering the Services under this Agreement have undergone proper background check, police verification and other necessary due diligence checks to examine their antecedence and ensure their suitability for such engagement. No person shall be engaged by Service provider unless such person is found to be suitable in such verification and Service Provider shall retain the records of such verification and shall produce the same to the Bank as when requested.
- vi) Service Provider warrants that it shall be solely liable and responsible for compliance of applicable Labour Laws in respect of its employee, agents, representatives and sub-contractors (if allowed) and in particular laws relating to terminal benefits such as pension, gratuity, provided fund, bonus or other benefits to which they may be entitled and the laws relating to contract labour, minimum wages, etc., and the Bank shall have no liability in this regard.

6.26 RESPONSIBILITIES OF SERVICE PROVIDER

- i) Service Provider agrees and declares that it shall be the sole responsibility of Service Provider to comply with the provisions of all the applicable laws, concerning or in relation to rendering of Services by Service Provider as envisaged under the Agreement.
- ii) Service Provider shall procure and maintain all necessary licenses, permissions, approvals from the relevant authorities under the applicable laws throughout the currency of the Agreement, require for performing the Services under the Agreement.
- iii) Service Provider shall ensure that Service Provider's personnel and its sub-contractors (if allowed) will abide by all reasonable directives issued by the Bank, including those set forth in the Bank's then-current standards, policies and procedures (to the extent applicable), all on-site rules of behaviour, work schedules, security procedures and other standards, policies and procedures as established by the Bank from time to time.
- iv) Service Provider shall report the incidents, including cyber incidents and those resulting in disruption of service and data loss/ leakage immediately but not later than one hour of detection.
- v) Service Provider/ Vendor shall abide by the provisions of the DPDP Act, 2023 - 11th August, 2023; CG-DL-E-12082023-248045 as and when the relevant rules and guidelines come into force.

6.27 RELATIONSHIP BETWEEN THE PARTIES

- i. It is specifically agreed that Service Provider shall act as independent service provider and shall not be deemed to be the Agent of the Bank except in respect of the transactions/services which give rise to Principal-Agent relationship by express agreement between the Parties.
- ii. Neither Service Provider nor its employees, agents, representatives, Sub-Contractors shall hold out or represent as agents of the Bank.
- iii. None of the employees, representatives or agents of Service Provider shall be entitled to claim permanent absorption or any other claim or benefit against the Bank.

- iv. This Agreement shall not be construed as joint venture. Each Party shall be responsible for all its obligations towards its respective employees. No employee of any of the two Parties shall claim to be employee of other Party.
- v. All the obligations towards the employee(s) of a Party on account of personal accidents while working in the premises of the other Party shall remain with the respective employer and not on the Party in whose premises the accident occurred unless such accident occurred due to gross negligent act of the Party in whose premises accident occurred.
- vi. For redressal of complaints of sexual harassment at workplace, Parties agree to comply with the policy framed by the Bank (including any amendment thereto) in pursuant to the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 including any amendment thereto.

6.28 INSPECTION AND AUDIT

- i. It is agreed by and between the Parties that Service Provider be subject to annual audit by internal/external Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to the Bank and Service Provider shall submit such certification by such Auditors to the Bank. Service Provider and or his / their outsourced agents / sub – contractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by Service Provider. Service Provider shall, whenever required by such Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank. Except for the audit done by Reserve Bank of India or any statutory/regulatory authority, the Bank shall provide reasonable notice not less than 7 (seven) days to Service Provider before such audit and same shall be conducted during normal business hours.
- ii. Where any Deficiency has been observed during audit of Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, it

is agreed upon by Service Provider that it shall correct/ resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the Deficiencies. It is also agreed that Service Provider shall provide certification of the auditor to the Bank regarding compliance of the observations made by the auditors covering the respective risk parameters against which such Deficiencies observed.

- iii. Service Provider further agrees that whenever required by the Bank, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/ Reserve Bank of India and/or any regulatory authority (ies). The Bank reserves the right to call for and/or retain any relevant information/ audit reports on financial and security review with their findings undertaken by Service Provider. However, Service Provider shall not be obligated to provide records/data not related to Services under the Agreement (e.g. internal cost break-ups etc.).
- iv. Service Provider shall grants unrestricted and effective access to a) data related to the Services; b) the relevant business premises of the Service Provider; subject to appropriate security protocols, for the purpose of effective oversight use by the Bank, their auditors, regulators and other relevant Competent Authorities, as authorised under law.

6.29 The following shall be incorporated after first para of clause 23.2 (indemnification) of GTC

- (i) Service Provider shall not partially settle any such claim without the written consent of the Bank, unless such settlement releases the Bank fully from such claim; (ii) Service Provider shall promptly provide the Bank with copies of all pleadings or similar documents relating to any such claim; (iii) Service Provider shall consult with the Bank with respect to the defense and settlement of any such claim; and (iv) in any litigation to which the Bank is also a party, the Bank shall be entitled to be separately represented at its own expenses by counsel of its own selection.

ANNEXURE -I
TECHNICAL SPECIFICATION & COMPLIANCE

S.No.	Technical Specifications	Comply Yes/No
1.1	Supply Installation Testing and Commissioning of TCP/IP Based Access Controller 4 Door/4 Reader Built in with: 02 Nos. of Three Lane Smart Swing Barrier with Pedestal, 01 No. of Single Lane Smart Swing Barrier with Pedestal	
	Access Door Controller supports at least 4 readers WIEGAND protocol.	
	Access Door Controller shall have 8 Relay outputs and 8 Analog Inputs.	
	Access should have onboard LCD display of 16 Characters	
	Latest integrated 32-bit, 30 MHz Micro-controller-based system architecture	
	Access Door Controller shall include a standard 2GB Compact flash (CF) memory card for storing cardholder data and access events.	
	Access door controller shall store database minimum of 200,000 cardholders & 400,000 event/transaction logs in the event when server is offline.	
	Access door controller can read 8 type of card formats	
	16 characters LCD display should display information like IP and MAC address of the controller, status of all inputs and outputs connected, Online and offline status of the controller	
	The controller shall have a modular design with downloadable software so that the application program can be easily updated without touching the controller itself.	
	Fire Alarm Connection	
	TCP/IP Interface	
	Power Requirement: 10 to 30 VDC	
	IP rating: IP 30	
	EM Lock connectivity	
	Wiegand Reader Power	
	Requirement: 9 ~ 24V	
	Reader Communication	
	Mode: Wiegand and OSDP(RS485)	
	Max. Range for Wiegand	
Reader: 80 Meters		
Operation Temperature: 0 ~ 45°C		
Certifications: UL294, FCC & CE		
Makes – Tyco, Lenel, Siemens, Bosch, Axis		
1.2	Swing Barrier	Comply Yes/No
	MCBF: > 30 million times	
	Motor: Drive-direct servo motor	
	Screen size: 6.95 inch	

Operation method: Non-touch	
Type: IPS	
Resolution: 600 × 1024	
Image Sensor: 2 MP	
Resolution: 1920 x 1080	
Network interface: 1	
RS-485: 2	
RS-232: 4	
Exit button: 2	
Lock output: 2	
IO input: 2	
IO output: 2	
Face capacity: 100,000	
Card capacity: 500,000	
Event capacity: 1,000,000	
Face recognition distance: 2 m	
Face recognition accuracy rate: ≥ 99%	
Face recognition duration: 0.2 s	
QR code recognition: Yes	
Throughput: 30 to 60 persons per minute	
Power supply method: 100 to 240 VAC; 50 to 60 Hz	
IR light detectors: 24 pairs	
Working temperature: -20 °C to 50 °C (4 °F to 122 °F)	
Lane width: 650 mm to 1100 mm (25.59" to 43.31")	
Barrier material: Acrylic glass (10 mm)	
Working humidity: 10% to 95% (no condensing)	
Built-in access controller: Yes	
Application environment: Indoor	
Power consumption: 350 W	
Pedestal material: SUS304 stainless steel with the thickness of 2 mm (0.08")	
With packaging: 1905 mm × 550 mm × 1330 mm (75.0" × 21.7" × 52.4")	
Without packaging: 1651 mm × 117 mm × 1020 mm (65.0" × 4.6" × 40.2")	
(Net) Left: 104 kg (229.3 lbs); Middle: 133 kg (293.2 lbs);	
Right: 104 kg (229.3 lbs); (Rough) Left: 162 kg (357.2 lbs);	
Middle: 191 kg (421.1 lbs); Right: 162 kg (357.2 lbs);	
Module selection: NO	
Authentication mode: Card	
Card type: EM, M1, Desfire	

	Wall distance: 20 mm	
	Lane width: 650, 750, 900	
	Recommended width: 650	
	Pedestal width: 117 mm	
	Pedestal length: 1651 mm	
	Barrier material: Acrylic glass	
	Base: YES	
	Remote controller type: 433 Mhz,868 Mhz	
	Certifications: CE/FCC/CB/RoHS/REACH/WEEE	
	SITC of Facial Recognition Based Access Control Device	Comply Yes/No
	CPU: 1.5 GHz Quad Core or better	
	Minimum 5-inch IPS color LCD	
	Memory – 32GB and 4GB RAM or Higher	
	Algorithm used should be NIST Listed	
	Compact form factor required	
	NDA Compliance is required	
	Contactless reader options: MIFARE/DESFire Natively supports PIN code	
	Tamper switches	
	Storage capacity (1: N): 50,000 face matching capacity	
	POE/POE+ Supported	
	Event log storage: 5 million logs	
	iBeta Certification is required for Anti spoofing	
2	Network/Communication: Ethernet, RS485, RS422	
	Inputs/outputs: Wiegand In & Out (customizable up to 512 bits)	
	Face recognition Distance: 0.5 to 1m	
	Face Recognition height: 1.3m to 1.9m	
	Mask Detection: Must support variety of masks (N95, 3-ply, Fabric)	
	Matching speed -0.5 seconds	
	Mobile Credentials – 2.4GHz supports BLE	
	Power supply: 12 to 24 V DC (3A min @12V)	
	Operating conditions: Temperature: -20°C to 50°C	
	Ingress protection: IP65 or higher	
	IK Rating: IK6 or Higher	
	UL294/ETL listed	
	EMC/Safety standards: BIS, CE, FCC, RoHS, REACH, WEEE. (Makes: Stonelock/Idemia/Suprema)	
	Supply Installation Testing and Commissioning of Smart Card Reader:	Comply Yes/No
3	Installation type: Mullion	
	Mobile card (NFC and BLE)	
	IP67 - Water and Dust Resistant	

	IK08 - Vandal Resistant	
	Multi-card Reading	
	Industry standard communication via Open Supervised Device Protocol (OSDP) Verified by SIA (Security Industries Association)	
	Multi-type hardware structure	
	Enhanced security with the Secure Element	
	125 kHz card compatibility: EM	
	13.56 MHz card compatibility: MIFARE, MIFARE Plus, DESFire EV1/EV2*, FeliCa	
	RS-485 :1 Ch (OSDP compatible)	
	Wiegand :1 Ch output	
	TTL :1 tamper output,3 Ch LED, buzzer control	
	Sound: Multi-tone buzzer	
	Operating Temp: -35+–65+	
	Operating Humidity :0%–95%, non-condensing	
	Power: DC 12 V	
	Dimensions (WxHxD, mm) :48 x 144.7 x 27	
	Certificates: CE, FCC, KC, RoHS, REACH, WEEE, SIG, OSDP verified	
	Makes: Stonelock/Idemia/Suprema	
	Supply Installation Testing and Commissioning of TCP/IP Based Access Controller 4 Door/4 Reader:	Comply Yes/No
	Access Door Controller supports at least 4 readers WIEGAND protocol.	
	Access Door Controller shall have 8 Relay outputs and 8 Analog Inputs.	
	Access should have onboard LCD display of 16 Characters	
	Latest integrated 32-bit, 30 MHz Micro-controller-based system architecture	
	Access Door Controller shall include a standard 2GB Compact flash (CF) memory card for storing cardholder data and access events.	
4	Access door controller shall store database minimum of 200,000 cardholders & 400,000 event/transaction logs in the event when server is offline.	
	Access door controller can read 8 type of card formats	
	16 characters LCD display should display information like IP and MAC address of the controller, status of all inputs and outputs connected, Online and offline status of the controller	
	The controller shall have a modular design with downloadable software so that the application program can be easily updated without touching the controller itself.	
	Fire Alarm Connection	
	TCP/IP Interface	
	Power Requirement: 10 to 30 VDC	
	IP rating: IP 30	

	EM Lock connectivity	
	Wiegand Reader Power	
	Requirement: 9 ~ 24V	
	Reader Communication	
	Mode: Wiegand and OSDP(RS485)	
	Max. Range for Wiegand	
	Reader: 80 Meters	
	Operation Temperature: 0 ~ 45°C	
	Certifications: UL294, FCC & CE	
	Makes – Tyco, Lenel, Siemens, Bosch, Axis	
5	Supply, Installation, Testing & Commissioning of the Wiegand extension module, Wiegand extension should have tamper switch	Comply Yes/No
	4 Wiegand reader interfaces	
	8 analog inputs	
	8 relays outputs (wet or dry)	
	Status of inputs and outputs shows on AMC2 4W LCD display	
	Transfer rate to EXT interface (RS485): 9,6 kBit/sec	
	IP 30 protection	
6	Supply, Installation, testing and commissioning of the 16 input and output extension module which will be connected to main controller. Consists of MS enclosure and power supply	Comply Yes/No
	Hardware 16 or 8 or null relay outputs - with ohm load: - max. switching voltage: 30 V DC - max. switching current: 1,25 A	
	16 or 8 analog inputs Tamper switch	
	Temperature 0°C to +45°C (32° F to 113° F)	
	Power supply - 10 or 30 V DC, max. 60 VA	
	Available for external devices: 55 VA - or via the AMC2	
	Protection class IP 30	
	Housing Base: PPO (UL 94 V-0) Upper: Polycarbonate (UL 94 V-0)	
	Color White	
	Dimensions WxHxD: 232 x 90 x 46 mm (9.13 x 3.54 x 1.81 in.)	
	Weight Approx: 0.4 kg (0.88 lb)	
Type: Rail mounting		
7	Supply Installation Testing and Commissioning of 24 Port POE Switches GbE Fast and Smart Managed PoE Switch with 24 Nos. of 10/100/1000 Mbps Ethernet PoE Ports, 4 combo (RJ-45/SFP):	Comply Yes/No
	Number of PoE (802.3af) / PoE+ (802.3at) ports 24 PoE+	
	Total PoE power budget (watts) 190W	

	Gigabit Ethernet RJ-45 Copper ports (10M/100M/1G) - 1000BASE-T	
	PoE/PoE+ ports: 24	
	2 (dedicated) Gigabit SFP (fiber) ports (100M/1G) - 1000BASE-X	
	Power Supply: Internal Power Supply	
	CPU 500 Mhz MIPS-4KEc CPU 128MB RAM 32MB SPI FLASH	
	Packet buffer memory (Dynamically shared across only used ports) 512 KB	
	Forwarding modes Store-and-forward	
	Bandwidth (non-blocking, full duplex) 52 Gbps	
	MAC Address database size (48-bit MAC addresses) 8K	
	Number of VLANs 64	
	Operating temperature: 0° to 50°C (32° to 122°F)	
	Humidity (relative) 95% maximum relative humidity (RH), non-condensing	
	Altitude 10,000 ft (3,000 m) maximum	
	Certification- CE, FCC, ROHS, BIS	
	Make: - Cisco/Zyxel/Netgear/HP/ Allied Telesis/ Juniper/D- Link or equivalent	
	Supply Installation Testing and Commissioning of Electromagnetic Lock 600 lbs	Comply Yes/No
	Collinear Load Test 280kg,600pounds	
	Dual Voltage 12 or 24 VDC (optional)	
	The Standard Voltage is 12VDC when finished	
	MOV Provides Reverse Current Protection	
8	Suitable For Wooden Door, Glass Door, Metal Door, Fireproof Door	
	LED Indicates the door Status	
	Anti-Residual Magnetism Designed	
	High Strength Material, Anodized Aluminum Housing	
	Design without Mechanical Failure	
	Increase the holding Force, Dual Insulated Housing	
	Makes: Godrej/Dorset/Faraday/ Europa/Harrison Locks	
	Supply Installation Testing and Commissioning of 5 KVA online UPS with 4 Hours battery backup:	Comply Yes/No
	Pure Sine Wave on AC Input Power Mode & 54 VDC on Battery Mode with	
	Capacity of 5000VA/5000W, voltage 220/230/240 VAC, +1% (Battery Mode),	
9	Battery Voltage 48V Lithium-ion or Lead Acid Battery type,	
	Storage Temperature 15°C to 60°C, Operating Temp/Humidity 0-95% RH & Non Condensing / 0.50°C,	
	Battery Mode: Sounding every 5sec Low Battery: Sounding every 2 Sec.	
	Overload: sounding every Sec. Fault: Continuously	

	Makes: Microtek/Luminous	
10	Supply Installation Testing and Commissioning of ACS Server: Server Specifications are minimum and it is vendor responsibility to select the machine over and above if required for efficient operation: -	Comply Yes/No
	Type: Rack Type	
	Processor: Intel® Quad Core Xeon processor, 2.6 Ghz or higher	
	Processor Chip Set: C600 or above	
	L3 cache: 10 Mb or above	
	RAM: 32 GB (ECC DDR4 DIMM slots, 1066MHz)	
	RAID & Hard Disk Drive: RAID 1 configuration, with 8 Nos. Of 300GB SAS Hard disk 15K RPM	
	Hard Disk Controller: Smart array controller with RAID 1 support	
	System bus speed: 1333 MHZ FSB	
	CD-R/W Drive: SATA-DVD RW Drive	
	Graphics subsystem: Integrated	
	NIC Support & Ethernet ports: Two embedded Broadcom® NetXtreme IITM 5709c.gigabit Ethernet NIC / Dual integrated 100/1000 Mbps Ethernet (Standard)+ 2 additional100/1000 Mbps Ethernet card (Redundant)	
	Video Card: 2GB	
	RAID Diagnostic: To be provided	
	Response time: 6 ms	
	Backup Storage: 1000 GB external Hard Drive (support USB 2.0 & Sata) Win Server 2008 /2012 or above support	
Built In I/O Ports: 2 serials; keyboard; mouse; 4 USB Port Minimum		
Ethernet: Dual integrated 10/100/1000 Mbps Ethernet (Standard)+ 2 additional 10/100/1000 Mbps Ethernet card (Redundant)		
11	Supply Installation Testing and Commissioning of Work Station:	Comply Yes/No
	Processor: Intel® Quad Core Xeon processor, Minimum 2.2 Ghz,15 MB or higher	
	RAM: 16 GB DDR4	
	Hard Disk Drive: 1 TB Sata @ 10k RPM or better	
	Hard Disk Controller: Integrated Sata Controller	
	Video Card: 2GB	
	Keyboard: Minimum 104 keys Standard (USB)	
	Mouse: USB Laser Scroll Mouse with Mouse Pad	
	Built In I/O Ports: Min 1 serial port; 4 nos. USB Port, 2 nos. HDMI	
	Ethernet: Dual integrated 100/1000 Mbps Ethernet (Standard) + 2 additional 100/1000 Mbps Ethernet card (Redundant) –External	

	Optical device: 16x DVD+ RW	
	Power supply: Internal Power Supply and Cooling Fans	
	Expandability: Minimum 4 Shelves 4 slots	
	Operating System: Microsoft Windows (enterprise edition) Latest Version/ Edition with Enterprise edition of office	
	Recovery Media: Recovery Media CD, diagnostic & Driver - Resource DVD	
	Type: Tower Type	
	Antivirus: Required, Validity upto 7-year CAMC period Make: Norton, K7, AVG, KASPERSKY, AVAST	
	Monitor Specification: Suitable for 24x7 operation	
	Size: Min 23" widescreen Full HD LED	
	Resolution: Full High-Definition Resolution of 1920 X 1080	
	Aspect Ratio: 16:9	
	Contrast Ratio: 1000:1	
	Color Support: 6.7 million colors,	
	Video Input: HDMI x1 no., USB – 2 Nos.	
	VGA – 1 no. with audio in and audio out	
	Brightness: 250 cd/m2 (typical)	
	Adjustability: Tilt, Swivel and height adjustment	
	Power Supply: 100V to 240V~ (+/-10%) AC, 50/60 MHz	
	Supply Installation Testing and Commissioning of Card Printer:	Comply Yes/No
	Print Method: Dye-Sublimation / Resin Thermal Transfer	
	Resolution: 300 dpi (11.8 dots/mm)	
	Colors: Up to 16.7 million / 256 shades per pixel	
	Print Ribbon Options: Full-color, 750 prints.	
	Full-color with resin black, 500 prints	
	Full-color with two resin black panels, 500 prints,	
12	Full-color with resin black and heat seal panel for difficult-to-print surfaces, 500 prints	
	Full-color with resin black and inhibit panel for signature or other non-printing areas, 500 prints	
	Full-color with fluorescing and resin black, 500 prints	
	Resin black, K, 3000 prints	
	Film Options:	
	Clear (1,500 prints)	
	Standard Holographic (500 prints)	
	Custom Holographic, special order (500 prints)	

	Overlamine Options:	
	Thermal Transfer Overlamine, .25 mil thick, 500 prints	
	PolyGuard® Overlamine, 1.0 mil and .6 mil thick, 250 prints (PolyGuard available in a CR-80 patch size)	
	All overlamines available in clear, standard holographic design or custom holographic design	
	Print Speed	
	Up to 24 seconds per card / 150 cards per hour	
	Up to 29 seconds per card / 124 cards per hour	
	Up to 40 seconds per card / 90 cards per hour	
	Up to 35 seconds per card / 102 cards per hour (with transfer and dual-sided, simultaneous lamination)	
	Up to 48 seconds per card / 75 cards per hour (with transfer and dual-sided, simultaneous lamination)	
	Input Card Cartridge Capacity: 100 cards (.030" / .762mm)	
	Output Hopper Card Capacity: 200 cards (.030" / .762mm)	
	Card Cleaning: Replaceable cleaning roller (included with each print ribbon)	
	Display: Graphical OLED	
	Software Drivers: Windows® 10 / 8.1 / 8 / 7 / Vista® / XP / Server 2012/Server 2012 R2/Server 2008 / Server 2008 R2 / Server 2003	
	Single Wire USB 2.0	
	Encoding Options:	
	ISO Magnetic Stripe Encoding, dual high- and low-coercivity, Tracks 1, 2 and 3	
	Contactless Smart Card Encoder (HID iCLASS® and MIFARE)	
	ISO 7816 Contact Smart Card Encoder	
	Prox Card Reader (HID read-only)	
	Interface: USB 2.0 (high speed) and Ethernet with internal print server	
	Operating Temperature: 65° to 90° F / 18° to 32° C	
	Humidity: 20 - 80% non-condensing	
	Supply Voltage: 100-240 VAC, 3.3A	
	Supply Frequency: 50 Hz / 60 Hz	
	Certifications: UL, CE, IC, FCC Class-A, CCC, BSMI, KC, MIC	
	Makes: Faargo/Dell/HP/Evolis/Zebra	
	Supply Installation Testing and Commissioning of Access control and Basic Time attendance Software	Comply Yes/No
13	ACS software should be Windows/Web based, supported databases - MS SQL Server/Oracle and it should have intuitive design, able to manage biometric, Card reader and Controllers with same software.	

<p>The Access Control System shall have a multi-level priority interrupt structure proven in multi-tasking and multi-client real time applications. Simultaneous alarms/events monitoring by multiple users, system supervision and history archiving shall be possible without degradation of any functionality specified for system or operation.</p>	
<p>The Access Control System shall be capable to support to the following with additional expansion licenses if required:</p>	
<ul style="list-style-type: none"> • Number of active cardholders – 400,000 	
<ul style="list-style-type: none"> • Number of readers – 10,000 	
<ul style="list-style-type: none"> • Number of access groups – 255 	
<ul style="list-style-type: none"> • Number of time schedules – 255 	
<ul style="list-style-type: none"> • 4 – 8 digits programmable (Personal Identification Number) PIN codes 	
<ul style="list-style-type: none"> • Remote Online Locks – 1,000 	
<ul style="list-style-type: none"> • Map viewer floor plans – 1,000 4ap 	
<p>Map Viewer and device overview: The system shall contain a map viewer. This map viewer shall provide a graphical presentation of the premises by means of floor plans, pictures or any desired graphical representation. On the maps entrances and devices like MAC, AMC, readers and digital input/outputs can be positioned as a dynamic icons. These graphical icons will display the location of the device in the map and the actual status of the device. Every icon can be displayed in several sizes, angle and color and background color. Clicking any of the devices automatically shows the commands available for controlling the respective device. Control commands are automatically linked based on device type. An operator can be assigned one or multiple authorizations for parts of the map viewer, such as door commands, reader commands, controller commands, system commands, special door commands, digital output commands, alarm list commands, swipe ticker commands. An area overview shall be able to show name, type (e.g. parking), current count, maximum count and state (e.g. empty, full).</p>	
<p>The ACS System must provide a real-time device overview of the entire system's status. All connected devices are shown on a status tree. A direct control into subsystems is possible by clicking on panel/detector address. A device tree and the device names shall be provided for in the GUI. Time and Attendance Data: Access control readers shall be allowed to be configured additional as time and attendance readers. The booking events are stored in a separate file to export them for use in other appl</p>	
<p>Video management system Integration</p>	
<ul style="list-style-type: none"> • Access Control System can be integrated with minimum 2 different video management systems, 	
<ul style="list-style-type: none"> • Access Control Management Alarms and Events 	

Operating Environment: The system server shall be use latest edition of Windows Server 2016 / 2019 and Client shall support Windows 10 shall include network capability with the TCP/IP data communications network protocol and hardware	
Import Export tool: The Access Control System AS shall provide a web-based import and export interface to import cardholder master records from a separate database during installation, or to export the master records for further use by another application in CSV format.	
Threat Level Management:	
At least 15 different threat levels can be pre-configured for instant activation in case of emergency.	
A threat level is activated by a threat alert. A threat alert can be triggered in one of the following ways:	
By a command in the software user interface	
By an input signal defined on a local access controller, for instance from a push button or a fire panel.	
By swiping an alert card at a reader	
Threat alerts can be cancelled by the UI command or hardware signal, but not by alert card.	
Blocking cards: The Access Control System shall allow the blocking of cardholders as configured in the system, for example a defined validity period.	
Alarm Handling and Management: The Access Control System AS shall provide a wide range of standard events. The following events, but not limited to, shall be supported:	
• Card unknown	
• Card not authorized	
• Card outside time profile	
• Card anti-pass back	
• Access timeout	
• Door open time exceeded	
• Door opened unauthorized	
• Door blocked	
• Tamper alarm controller	
• PIN code error	
• Duress alarm code	
• Access denied	
• Wrong card version	
• Card blocked	
• Card blacklisted	
• Card out route	

	<ul style="list-style-type: none"> • Guard tour alarms • Random screening • Other individual alarm extensions • Makes: Tyco/Bosch/Lenel/Oryggi 	
14	Supply Installation Testing and Commissioning of 16K Smart Card:	Comply Yes/No
	Operating frequency: 13.56 MHz with ISO/IEC 14443 Type A	
	Typical Maximum Read Range: 3-4"	
	Dimensions: 2.127" x 3.375" x 0.033" max (5.40 x 8.57 x 0.084 cm)	
	Construction: Composite with 60% PVC / 40% PET	
	Operating Temperature: -40° to 158° F (-40° to 70° C)	
	Weight: 0.20 oz (5.5g)	
	Memory Size: 16K	
	Privacy Mode: Privacy-preserving mode (with encryption of device identifiers)	
	Secure Messaging: EN 14890-1 and 7816 aligned using AES/2TDEA algorithm	
	Mutual Authentication Mechanism: Based on ISO/IEC 24727-3 2008 with NIST SP800-56A (for session key derivation)	
	TUViT SEAL-5 Certified: Yes - Currently available with 16K option only	
	Write Endurance: Min 500,000 cycles	
	Data Retention: Min 20 years	
Contact Smart Chip Embeddable: Yes		
Printable: Yes (white/white card)		
Additional Security Options: Corporate 1000, Secure Identity Object (SIO) programming with SE-Elite		
Warranty: Lifetime		
15	Supply Installation Testing and Commissioning of 9U Wall Mounted Rack:	Comply Yes/No
	<ul style="list-style-type: none"> • Rack Standard: Conforms to DIN 41494 or equivalent standard • Construction: Welded • Front Door: Lockable Toughened Glass Door • Basic Frame: Steel • Equipment Mounting: DIN Standard Slots • Mounting Angle: 19" Mounting angles made of formed steel • Standard Finish: Powder Coated • Top and Bottom Cover: Welded to Frame, Vented and Field Cable entry exit cut outs • Standard Color: Grey • Static Load: 40 kgs. 	

Details of Equipment being offered:

S. No.	Description of each item	Make	Model	Warranty Offered
1.	SITC of TCP/IP Based Access Controller 4 door / 4 Reader built in with:Three Lane Smart Swing Barrier with Pedestal			
2.	SITC of TCP/IP Based Access Controller 4 door / 4 Reader built in with: Single Lane Smart Swing Barrier with Pedestal			
3.	SITC of Smart Card Reader			
4.	SITC of 4 Door/4 Reader TCP/IP Based Access Controller			
5.	SITC of Enclosure and Din Rail			
6.	SITC of Power Supply			
7.	SITC of 16 input and output extension module			
8.	SITC of 24 Port POE Switches			
9.	SITC of 9 U rack with all accessories			
10.	SITC of 24 Port LIU			
11.	SITC of 5 KVA online UPS			
12.	SITC of Card Printer			
13.	SITC of Access control and Enterprise Time attendance Software			
14.	SITC of ACS Server PC			
15.	SITC of Work Station			
16.	SITC of Mifare 16K Cards (as per actual)			
17.	SITC of SFP			
18.	SITC of LC to LC Cable			
19.	SITC of 8 core x 1Sq mm shielded power cable (As per actual)			
20.	SITC of Cat-6 Cables (As per actual)			
21.	SITC of PVC Conduit Pipe			
22.	SITC of 6 core x 1Sq mm armoured multi mode cable (As per actual)			

ANNEXURE-III

DETAILS OF WORKS CARRIED OUT IN PAST SEVEN YEARS

SL. NO	CLIENT'S NAME, ADDRESS, EMAIL ID & CONTACT NO.	WORK ORDER NO. AND DATE	ORDER VALUE	DATE OF COMPLETION	INCLUDING MAINTENANCE YES/NO

ANNEXURE-IV

DETAILS OF RUNNING CONTRACTS OR WORKS IN HAND

SL. NO	CLIENT'S NAME, ADDRESS, EMAIL ID & CONTACT NO.	WORK ORDER NO. AND DATE	ORDER VALUE	INCLUDING MAINTENANCE YES/NO

ANNEXURE-V**EVALUATION MATRIX**

Sl.No	Technical Parameters	Max score	Self Evaluation	Marks Obtained
1	Average Turnover of the Bidder during the last three (3) financial years (FY 2020-21, 2021-22 and 2022-23)			
	Minimum Average Turnover INR 07 Crore and above	(25 marks)	25	
	Minimum Average Turnover INR 05 Crore above	(15 marks)		
	Minimum Average Turnover INR 03 Crore above	(10 marks)		
2	The Bidder shall have minimum 07 years of experience in same nature of work for reputed organizations/Institutions - Period of Practice to be observed up to the date of issue of RFP/EOI.			
	Minimum 7 years of experience and above	(25 marks)	25	
	Minimum 5 years of experience and above	(15 marks)		
	Minimum 3 years of experience and above	(10 marks)		
3	Currently running back-to-back maintenance contracts in hand with Govt Department/ Autonomous Body/ PSUs/ PSBs in same nature of work.			
	Three running contracts with maintenance with a minimum value of 27 lakh and above for each order	(25 marks)	25	
	Two running contracts with maintenance with a minimum value of 10 lakh and above for each order.	(15 marks)		
	Single running contracts with maintenance with a minimum value of 05 lakh and above.	(10 marks)		
4	Availability of an established, full fledged and functional two-year-old office/service setup registered under the shop and establishment act of the State of Maharashtra.			
	Availability of an established office in Mumbai or nearby Cities	(25 marks)	25	
	Availability of an established office in other cities under the state of Maharashtra	(15 marks)		

Other State	(10 marks)			
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Evaluation will be based on the submitted documents, and bidders must ensure clarity and capability in meeting the specified criteria.

- The BANK reserves the right to reject any or all applications without assigning reasons whatsoever.
 - The BANK is not obligated to accept the lowest or any other offer and can reject any or all offers without assigning reasons.
 - These terms aim to ensure that the bidder is reputable, financially secure, and has a successful history of supplying quality products to esteemed organizations.
 - It shall be the responsibility of the bidders to submit relevant proof of document along with the technical bid. Evaluation shall be done based on the documents submitted along with the technical bid. It shall be the responsibility of the bidder to submit required Documentary proofs which are necessarily unambiguous and shall be capable to establish beyond any doubts that bidder is satisfying the particular criteria/clause for which the document is submitted.
 - **NIST Certified algorithm in hardware.**
 - The MAC IDs of all components intended for inclusion in the Access Control System for VSSC, APEP, and IISU, whether connected physically or through wireless networking, must be officially registered under the name of the respective OEM. **The bidder is required to provide an undertaking from the OEM, accompanied by supporting documentary evidence, confirming compliance with this requirement.**
 - The bidder should be an OEM / Authorized Dealer or System Integrator of the Original Equipment Manufacturers (OEM) of Access Control System. **The bidder should furnish a certificate, in original, from the Original Equipment Manufacturers (OEM) certifying that the bidder is an authorized dealer/agent for the OEM and the OEM shall be responsible for service/technical support after sales.** If the bidder is unable to give proper service not only during the warranty period, but also during the AMC period (i e., Minimum 6 Years from the data of placement of PO including warranty period).
 - The intellectual property rights of the equipment should not be held by any country currently involved in a land border dispute with India. Additionally, no equipment should be provided if it is manufactured by an entity originating from a country engaged in a land border dispute with India. Furthermore, the bidder should not supply equipment manufactured by an entity in which the majority shareholding is from any country which shares land border with India.
- 5.1** Bank will evaluate the applications based on pre-qualification criteria (**Technical Bid evaluation Matrix as per Annexure-V**) and those who meet the pre-qualification criteria will be invited for further evaluation process. **Applicant needs to cut off score of minimum 65 marks out of maximum score of 100 for qualifying in** pre-qualification criteria as per Annexure-V.
- 5.2** The applicant(s) who are under arbitration/ litigation with our Bank or have been

blacklisted/ de-listed/ de-paneled / discontinuation of services due to unsatisfactory services / practice by any Govt/ Semi Govt/ Nationalized Banks/ Public Sector Banks (PSBs) / PSUs/ Financial Institutes (FIs) during last FIVE YEARS will not be considered. **An AFFIDAVIT by Proprietor/All Partners/Director duly declaring his/their position in the Proprietorship/ Partnership/ Company, as the case may be, on a Stamp Paper duly notarized, to be submitted to this effect along with the application. Application received without the affidavit will be summarily rejected.**

- 5.3 The evaluation will be based on the experience, reputation, empanelment with other Bank's PSU's, Govt. institutions, manpower & logistical support of the applicant, their financial capabilities, quality consciousness, etc. and if found necessary may also include inspecting the works undertaken by them for which, necessary co-ordination shall be made by them. Based on the details furnished and inspection of works, Pre-qualification criteria, the applicants will be shortlisted. Decision of the Bank regarding selection / rejection will be final.
- 5.4 **Additional weightage, defined in evaluation Sheet Annexure V,** will be given to the applicant (s), who are on the current panel of reputed organizations such as CPWD/ PWD/GOVT/ ONGC/ PSU/ Nationalized Banks for the work of Supply, Installation & Maintenance of Face Recognition Based Biometric Access Control System (FRBACS). Satisfactory documentary proof, if applicable, should be enclosed.
- 5.5 Only the pre-qualified applicants would then be invited by the Bank to make a presentation & demonstration of their equipment/products, capabilities and their proposed methodology for execution of this project on minimum Technical Specifications as Annexure-I. No expenses on account of presentation/demonstrations etc. will be borne by the bank. Parties will be required to make their own arrangements for presentation/ demonstration.
- 5.6 The Applicant, invited for presentation/demonstration will be required to display their proposed equipment for their verification against specified technical specifications, certifications, quality and suitability. Applicants will also be required to present their original documents for verification. Authorized representative/technician of applicant attending the presentation/demonstration should, therefore, be equipped accordingly. **OEM will not be allowed to demonstrate on behalf of applicant.**
- 5.7 Final Scoring sheet will be prepared (as per criteria mentioned in Annexure – V) for those vendors/firms who qualify in Technical Bid evaluation Matrix as per Annexure- V.
- 5.8 The decision of the committee on award of score will be final and binding on all stakeholders including applicants.
- 5.9 Financial bid of only technically qualified applicants/Bidders will be opened.
- 5.10 **The successful bidder shall submit the complete details of OEM of offered products. The bank will verify the product specifications and other details from the OEM/ODM. In case of any discrepancy the application of the bidder will be rejected and the said bidders will not participate in the next Bidding process. The Bank also reserves the right to reject any bid which, in the opinion of the Bank, is too low/high or unrealistic for effectively complying with the obligation required under the terms and conditions of the Bid. The said bidder will be disqualified at any stage of the Bid.**

Appendix-1

FORM OF ACCEPTANCE

Letter No.:

Date:

**To,
The Asst. General Manager (Security)
State Bank of India,
Corporate Centre,
State Bank Bhavan,
Madame Cama Road,
Nariman Point, Mumbai,
Maharashtra 400021**

Dear Sir/ Madam

RFP: _____

We have examined the RFP, the receipt of which is duly acknowledged, and we offer to our bid for Empanelment of Vendors for Supply, Installation, Commissioning, Testing & Maintenance of _____ at SBI _____ as per the terms, conditions and technical specifications spelt out in the commercial bid and made part of this offer.

2. While submitting this bid, we certify that:

- a) We have not induced nor attempted to induce any other vendor to submit or not submit a bid for restricting competition.
- b) We have not added/deleted/modified the contents/ text of the document or any part of the bid document and if bank observes any modification/alteration/ addition/deletion is made, bank has right to reject the bid without assigning any reason.

3. We agree to abide by this offer till 180 days from the last date stipulated by the Bank for submission of bid, and our offer shall remain binding upon us and may be accepted by the bank any time before the expiry of that period.

4. We agree that in the event of our company/firm being selected for providing services to State Bank of India, as service provider we will enter into and execute the necessary contract agreement as per the format specified by State Bank of India. We understand and agree that until a formal contract is prepared and executed, this offer, together with the Bank's written acceptance thereof and the Bank's notification of award shall constitute a binding contract between us.

5. We understand that the Bank is not bound to accept the lowest or any bid that may be received.
6. We also certify that we have not been blacklisted or included on negative list or have been terminated of their services of any Government/ Public Sector Banks/ Public Sector Undertaking (PSUs). Further, we have not abandoned any work or rescinded any part of our contract. We also certify that none of the directors of our Company is/has been a director/ Partners/ Promoter/Key Managerial Person in a company/ firm/ entity which is/has been black-listed or included in negative list by any Government/ Public Sector Banks/ Public Sector Undertaking (PSUs).
7. We also certify that we are not involved in any litigations/ material litigations with any client/own employee/Directors etc. or any Vigilance cases, whose outcome could have a materially adverse impact on our business/finance.
8. We also certify that no litigation/prosecution is pending against us or our director's involving violation of statutory regulations or alleging criminal offence or tax liabilities.
9. We certify that the information/data/particulars furnished in our Proposal are factually correct. We also accept that in the event of any information/data/particulars proving to be incorrect, Bank will have the right to disqualify us from the bid.
10. We undertake to comply with the terms and conditions of the RFP. We enclose along with our Proposal a duly signed hard copy of the RFP document. We understand that the Bank may reject any or all of the offers without assigning any reason whatsoever.
11. It is certified that the information furnished here in and as per the documents submitted is true and accurate and nothing has been concealed or tampered with. We have gone through all the conditions of bid and are liable to any punitive action for furnishing false/misleading/incorrect information/ documents.
12. We have understood that the initial engagement of the selected Vendors shall be for three (03) years, however, the Bank may, at its discretion, terminate the engagement any time during the currency of the contract for violation of any of the terms and conditions by Vendors or otherwise.

Yours faithfully,

Authorised Signatory

Note: POA should be enclosed

**COMPANY PROFILE: DETAILS OF MANUFACTURERS/ FIRMS/ COMPANIES/
DEALERS/ VENDORS**

SL	SUBJECT	DETAILS			
1	Name of the Manufacturer/ Firm/Company/ Dealer/ Vendor				
2	Year of Establishment				
3	Address of Corporate Head Office				
4	Name(s) and address of office/Sub Offices / dealers/Distributors Located in Mumbai/Maharashtra				
5	Communication details				
6	Constitution of the Manufacturer/ Firm/ Company/ Dealer/ Vendor				
7	Names of Partner's/ Associate's/ Proprietor's Authorized signatory(s)				
8	Biodata of Partners/Associates With Address &Tele/Mob/email IDs (Details to be given in separate enclosure)				
9	Details &Qualification of trained Engineers/ technicians (attach separate sheet if required)				
10	Details of workshops in all in Mumbai or nearby cities with complete address and contact details				
	Place	Postal Address	Contact Person & Contact Details		
1.					
1	Various latest registration nos./ certificates (latest attested copies to be enclosed)				
12	Bank Details (latest Solvency Certificate worth Rs 01 Crore to be enclosed)				
13	Details of relatives employed in SBI, if any				
14	Copy of PAN Card				
15	Annual Turnover of last THREE (03) years. (Please enclose copies of Balance Sheet and Turnover Certificate along with Auditor's Note)	(Rs in Lakh)	31.03.2021	31.03.2022	31.03.2023
		Turnover/ Sales			
		Other Income			
		Profit before Tax			
		Profit after Tax			
		Capital & Reserves			
15	Copies of ITR for last three years				
16	List of Clients (As per attached format-Appendix-16)				

17	Work Experience (Proof of work order as well as completion certificate to be attached)	
18	List of documents enclosed (self-certified copies)	

Appendix 3

DETAILS OF TRAINED ENGINEERS / TECHNICIANS

S. No.	Engineer/ Technician Name	Profile	Locations	Contact No.	Educational Qualification	Experience	Employed In Company Since

Appendix 4

AFIDAVIT

I, _____(name of the official) S/o _____, Authorized Signatory of, _____ (Name and address of the firm) _____, do hereby solemnly affirm and declare as under: -

1. That deponent is an authorized Signatory of _____(Name and address of the firm) and competent to depose on behalf of the Manufacturers/OEMs/Firm/Company/LLP.
2. That deponent declares that at present our Firm/Company/LLP is not under arbitration/ litigation with any Bank including State Bank of India.
3. That deponent further declares that our firm/Company/ LLP has not been blacklisted / de-listed/dropped/de-paneled by the SBI including erstwhile Associates Banks or any other Government/ Semi-Government/ Nationalized Public Sector Banks/ Public Sector Undertaking (PSUs)/ financial Institutions (FIs)/ Corporate Offices.

Place:

Deponent

Date:

**SAFETY DECLARATION
(On applicant's letterhead)**

I/We hereby declare and confirm that;

1. I/we shall strictly adhere to safety standards during installation/Maintenance/construction as per the safety guideline.
2. I/we shall provide, without any exception, safety helmets & safety shoes to all our employees/workmen/ labourers working at the State Bank of India, Corporate Centre Building, Mumbai for the purpose of rendering services to the Corporation under the subject Contract.
3. I/ We shall provide, without any exception, Safety Belts to all our workmen/ labourers working at heights (Including building roof top, canopy roof top etc) for the purpose of rendering services to the Bank under the subject Contract
4. I/We have read and understood all the Terms & Conditions of RFP/Contract regarding safety at worksites.
5. I/We shall be bound to pay a penalty of Rs. 5000/- for every incident of non-provision of safety shoes/ safety helmet/ safety belts occurring during the pendency of the contract.
6. I/We shall take safe height working permit for working at heights.
7. I/We shall be solely responsible for any accident resulting from unsafe practices or due to non-adherence to safety standards. Any injury / loss of life resulting from the above shall be solely at our risk & cost and we shall bear and pay solely and absolutely all costs, charges and expenses including legal charges incurred in this connection.
8. That the Bank is not bound to be responsible, legally or otherwise, for any acts and/or consequences of unsafe practices during execution of works during the pendency of the contract.
9. The person signing this declaration is the authorized signatory.

Signature:

Name:

Address:

Date:

CHECK LIST

LIST OF ENCLOSURES		
S. No	Particulars	Enclosed Yes/ No
1.	The Manufacturer/ Firm/ Company/ OEMs is in field of supplying, installation & maintenance of security system business for a minimum period of 07 years.	
2.	Company/ Manufacturers/ Firms/ OEMs Profile submitted.	
3.	Copies of Currently running back-to-back maintenance contracts in hand with Govt Department/ Autonomous Body/ PSUs/ PSBs in same nature of work.	
4.	Annexures & Appendix submitted	
5.	Complete Contact details submitted	
6.	Average Turnover of the Bidder during the last three (3) financial years (FY 2020-21, 2021-22 and 2022-23) and Balance Sheet and IT Returns and P&L submitted	
7.	Company having required number and value of work order and its work completion certificate.	
8.	Satisfactory Performance Certificate from customer whose work order shown.	
9.	Latest Banker's Solvency Certificate (in original) worth Rs. 01 Crore along with Banking details submitted	
10.	Technical Specifications/Brochure of the product(s) offered submitted	
11.	Submitted EMD	
12.	Please mention Bank, Amount, Draft No. and date	
13.	Latest attested copies of GST Registration No, ESI/ EPF Registration No	
14.	Copy of PAN Card issued by Income Tax Deptt.)	
15.	Copies of CMMI Level-5, ISO 9001: 2015 and ISO 27001: 2022 and Certification	
16.	Digital Signature of Manufacturer/ Firm/ Company/ OEMs	
17.	Notarized Affidavit (Non judicial stamp paper for Rs 100/-) declaring that at present Manufacturer/ OEM/Firm/ Company is not under arbitration/ litigation with any Bank including State Bank of India	
18.	BIS, UL294, CE certificate of the product offered	
19.	List of Support offices or Sub offices submitted. Proof of the office existence (For Office in Mumbai, attach copy of Registration Certificate under Shops and Establishment Act)	
20.	Company in profit during the last three consecutive years. Support documents submitted	
21.	Copy of registration and partnership deed (if applicable) in support of constitution / In case of Limited Company, copy of Power of Attorney for signing the application and the Certification of Incorporation, Memorandum of	

	Articles of Association & Board resolution authorizing representative to apply and make commitments on behalf of the Manufacturer/ Firm/ Company/ Dealer/ Vendor to be attached	
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PART II Tentative FINANCIAL BID

Bill of Quantity (BOQ)

S. No	Items Description	Unit	Qty.	Unit Rate	Total Amount
1	SITC of TCP/IP Based Access Controller 4 door / 4 Reader built in with: Three Lane Smart Swing Barrier with Pedestal	Nos.	2		
2	SITC of SITC of TCP/IP Based Access Controller 4 door / 4 Reader built in with: Single Lane Smart Swing Barrier with Pedestal	Nos.	1		
3	SITC of Smart Card Reader	Nos.	75		
3A	SITC of Face and card only device terminal	Nos.	22		
3 B	SITC of Double Door Lock	Nos.	35		
3 C	SITC of Single Door Lock	Nos.	37		
4	SITC of 4 Door/4 Reader TCP/IP Based Access Controller	Nos.	16		
5	SITC of Enclosure and Din Rail	Nos.	16		
6	SITC of Power Supply	Nos.	16		
7	SITC of 16 input and output extension module	Nos.	1		
8	SITC of 24 Port POE Switches	Nos.	6		
9	SITC of 9 U rack with all accessories	Nos.	6		
10	SITC of 24 Port LIU	Nos.	6		
11	SITC of 5 KVA online UPS	Nos.	2		
12	SITC of Card Printer	Nos.	1		
13	SITC of Access control and Enterprise Time attendance Software	Nos.	1		
14	SITC of ACS Server PC	Nos.	1		
15	SITC of Work Station	Nos.	1		
16	SITC of Mifare 16K Cards (as per actual)	Nos.	2500		
17	SITC of SFP	Nos.	12		
18	SITC of LC to LC Cable	Nos.	12		
19	SITC of 8 core x 1Sq mm shielded power cable (As per actual)	Mtr.	2000		
20	SITC of Cat-6 Cables (As per actual)	Mtr.	2000		
21	SITC of PVC Conduit Pipe	Mtr.	1500		
22	SITC of 6 core x 1Sq mm armoured multi mode cable (As per actual)	Mtr.	600		
23	SITC of 3 core x 1Sq mm shielded power cable (As per actual)	Mtr.	600		
24	Soft Digging as per actuals	Mtr	100		

25	Hard Digging as per actuals	Mtr	50		
26	Warranty Period	1 Year	1		
27	Cost of Operator (As per the Central wages for skilled-labour)	Monthly	1		
28	Renewal cost of Web based Access control and Time attendance Software (Per Year)	Yearly	1		
Total					
29	Cost of CAMC for 5 Years in Percentage (%) of the estimated cost (Excluding the cost of wires & Cables)				
i	1 st Year Cost of CAMC			5%	
ii	2 nd Year Cost of CAMC			5%	
iii	3 rd Year Cost of CAMC			7%	
iv	4 th Year Cost of CAMC			9%	
v	5 th Year Cost of CAMC			10%	