

**Request for Proposal (RFP) for Bio Metric
Devices at T2 location CSI Airport, Mumbai**



Tender Doc No. 485 dated 09.08.2019

Tender Due Date. 29.08.2019 at 15.30 hours

**Request for Proposal for Bio Metric Devices
at T2 Location, CSI Airport Mumbai**

Air India Air Transport Services Limited

**Request for Proposal (RFP) for Bio Metric
Devices at T2 location CSI Airport, Mumbai**



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1 Statement of Work

1.1 Purpose

The purpose of this Request for Proposal (RFP) is to invite prospective vendors to submit a proposal to supply of Bio Metric Devices for Air India Air Transport Services Limited hereinafter referred to as AIATSL at T2 Location, CSI Airport, Mumbai. The RFP provides vendors with the relevant requirements of the system.

1.2 Coverage & Participation

The intended coverage of this RFP, for AIATSL personnel having their offices at T2 Location, at CSI Airport, Mumbai. AIATSL reserves the right not to enter into any contract, to add and/or delete elements, or to change any element of the coverage and participation at any time without prior notification and without any liability or obligation of any kind or amount.

1.3 Original RFP Document

AIATSL shall retain the RFP, and all related terms and conditions, exhibits and other attachments, in original form in an archival copy. Any modification of these, in the vendor's submission, is grounds for immediate disqualification.

1.4 The Organization

Air India Air Transport Services Limited (AIATSL) is currently a fully owned subsidiary of Air India Limited, National Carrier of India, formed with an aim to provide unified Ground Handling services (Ramp, Passenger, Baggage, Cargo Handling and Cabin Cleaning) under the brand name 'Air India Airport Services'. AIATSL is a Public Sector Unit (PSU) organisation registered in India.

Air India Air Transport Services Limited is a leading airline ground handling service provider in India and offers ground handling services at major airports in India. AIATSL presently provides ground handling services at 78 airports. Apart from handling the flights of Air India Limited and its Subsidiary Companies, ground handling is also provided for 36 foreign scheduled airlines, 3 domestic scheduled airlines, 4 regional airlines, 12 Seasonal charter airlines, 23 foreign airlines availing Perishable Cargo handling.

From being the first and only Ground Handler in India to handle the Airbus A380 on its maiden flight to India, to handling the futuristic 787 Dreamliners at major Airports in India, AI Airport Services is the Ground Handler for airline needs.

Registered Office : Airlines House, 113, Gurudwara Rakab Ganj Road, New Delhi, INDIA, PIN-110 001

Address for Correspondence : GSD Building, 1st Floor, Next to Gate No.5, CSM International Airport, Terminal 2, Sahar, Andheri (E), Mumbai 400 099

AIATSL is wanting to implement Bio Metric Devices for marking attendance of AIATSL personnel in the said location. The bidder shall take care of all activities starting from Procurement of Biometric devices, Installation, Maintenance and Support of the said biometric devices for a period of five years.

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The successful bidder once the contract has been signed shall ensure that all aspects of the Service Level Agreement (**SLAs**) required of the bidder are adhered to as per AIATSL requirements, and also ensure that spares are maintained to enable quick replacement of faulty devices and the performance and reliability of these devices are best in class as per industry standards. This is to ensure that the overall Total Cost of Ownership (**TCO**) is optimal, by way of faster deployment time, more predictable cost of maintenance and improved **Service** and **Support**.

1.5 Existing Environment

Currently the AIATSL T2 office location at CSI Airport, Mumbai does not have any Bio Metric Device installed.

1.6 Proposed Environment

In order to ensure that the process of Attendance Monitoring is automated with the use of Biometric devices mainly Face Recognition System to ensure

- **No Buddy** Punching of Attendance
- Biometric machine eliminates employee proxy
- Faultless payroll calculation with just one step collection of data
- Reduces the cost and manpower
- Offers real-time information
- Restricts unauthorized access
- Boost employee efficiency
- Managing leaves and holidays efficiently
- Gathers data from multiple locations at one place
- Complete reporting of the employee details
- Contactless gathering of Biometric based information - Face Recognition system

1.7 Schedule of Events

The following is a tentative schedule that will apply to this RFP, but may change in accordance with the organization's needs or unforeseen circumstances. Changes will be communicated by email to all invited bidders.

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Time Table:The following events are tentatively scheduled for this bid (dates may be subject to change) to help potential bidders have a clear understanding of the procurement process of AIATSL.

Serial Number	Activities	Date Period	Remarks - Duration
1	Date and time that the proposal is due	09 Aug 2019 (Friday) 17:00 hours	Will be available on AIATSL Web Site
2	Date and time for receipt of written queries for clarification from prospective bidders (With Cut-off date for questions and the issuance of final addendum)	From 09 Aug 2019 (Friday) 17:00 hours up to 20 Aug 2019 (Tuesday) 14:30 hours	Correspondence by email - Twelve days duration
3	Email Address – Communication for seeking clarification and also Postal Address for Communication:- Name and Postal Address of AIATSL official to whom, Physical Bids are to be sent		mmd.aiatsl@airindia.in Mr. MN Sankhe , MMD Department, 1 st Floor, Transport Workshop Bldg, GSD Complex, AIATSL, Sahar Mumbai 400099
4	Pre-Bid Meeting	22 Aug 2019 (Thursday) 14:30 hours	After twodays of Completion of written clarification period – Two and half hours duration
5	Visit by Proposer's team to AIATSL office premises at T2 location, CSI Airport at Mumbai	25 Aug2019 (Saturday) at 11:00 am	Maximum of up-to one and half hours duration
6	Additional visit to site location for accommodating requests if any (if feasible)	25 Aug 2019 (Saturday) at 15:00 hours	Maximum of up-to one and half hours duration
7	Last Date and Time for Bid Submission	29 Aug2019 (Thursday) up-to 15:30 hours	
8	Date and Time of Technical Bid opening and Location	30 Aug 2019 (Friday) at 10:30 am	AIATSLMMD Office, 1 st Floor, Transport Workshop Building, GSD Complex, AIATSL, Sahar Mumbai 400099
9	Earnest Money Deposit (EMD)		₹ 50,000.00 the form of Demand Draft / Bank Guarantee in favour of AIATSL payable at Mumbai. EMD should be enclosed with the technical bid.

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10	Bidder Contact Details		Bidder organization has to provide information: 1.Name of the Company 2.Contact Person 3.Address for communication with Pin Code 4. Telephone number & Mobile Number 6. Business e-mail id of the Contact Person
11	Name of person in AIATSL to contact with queries regarding Terms & Conditions of Contract and other administrative requirements of RFP	M.N. Sankhe	mmd.aiatsl@airindia.in
12	Name of person(s) in AIATSL to contact with questions concerning business & technical requirements of the RFP	Ground Handling Team Arif Patel Commercial Team Michelle Britto DIT Ashok Harinarayan	coit.aiatsl@airindia.in
13	Date and Time of Opening of Financial Bid of Bidders who qualify in the Financial Bid	17Sep2019 (Tuesday) at 11:00 am	
14	Award of Bid pending Senior Management / Board Approval		

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2 Proposal Preparation Instructions

2.1 Bidder's [Solution Implementor / OEM]'s Understanding of the RFP

In responding to this RFP, the Bidder accepts full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries, to AATSL team as per Timetable guidelines, is necessary to gain such understanding. AIATSL reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, AIATSL reserves the right to determine, at its sole discretion, whether the Bidder has demonstrated such understanding. That right extends to cancellation of award, if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to AIATSL

Good Faith Statement

All information provided by AIATSL in this RFP is offered in good faith. Individual items are subject to change at any time. AIATSL makes no certification that any item is without error. AIATSL is not responsible or liable for any use of the information or for any claims asserted therefrom.

2.2 Communication

Verbal communication shall not be effective unless formally confirmed in writing by a specified procurement official in charge of managing this RFP process. In no case shall verbal communication govern over written communication.

2.2.1 Bidder's Inquiries. Applicable terms and conditions herein shall govern communications and inquiries between AIATSL and vendors as they relate to this RFP. Inquiries, questions, and requests for clarification related to this RFP are to be directed in writing to:

Address for Communication to AIATSL Buyer official

Materials Management Department
1st Floor, Transport Workshop Building,
GSD Complex, AIATSL,
Sahar Mumbai 400099

Attention: Mr. M.N. Sankhe ,
Telephone: 022 – 2831 8424 / 8446
Email: mmd.aiatsl@airindia.in

2.2.2 Formal Communications shall include, but are not limited to:

- Questions concerning this RFP: Questions must be submitted in writing and be received **From Friday, 9th Aug 2019 17:15 hours up to Tuesday, 20th August 2019 14:30 hours**

Errors and omissions in this RFP and enhancements: Bidders shall bring to AIATSL notice any discrepancies, errors, or omissions that may exist within this RFP. With respect to this RFP, bidders shall recommend to AIATSL any enhancements that might be in the best interests of AIATSL. These recommendations must be submitted in writing and be received

- **From Friday, 9th Aug 2019 17:15 hours up to Tuesday, 20th August 2019 14:30 hours** Inquiries about technical interpretations must be submitted in writing and be received prior to **20th August 2019 up to 14:30 hours**. Inquiries for clarifications/information that will not require addenda may be submitted verbally to the buyer named above at any time during this process.
- Verbal and/or written presentations and pre-award negotiations under this RFP.
- Addenda to this RFP

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Addenda: AIATSL will make a good-faith effort to provide a written response to each question or request for clarification that requires addenda within two Business days. All questions, answers, and addenda will be shared with all recipients.

AIATSL **will not respond to any questions or requests for clarification** that require addenda, if received by AIATSL **after Tuesday, 20th August 2019 14:30 hours**.

All addenda will be posted to our website only on the Tenders page. The URL being <http://www.aiatsl.com/Tenders>

Proposal Submission

Proposals must be delivered sealed to:

Mr. M. N. Sankhe
Materials Management Department
Officer – MMD AIATSL
1st Floor, Transport Workshop Bldg,
GSD Complex, AIATSL,
Sahar Mumbai 400099
Telephone: 022 – 2831 8424 / 8446
Email: mmd.aiatsl@airindia.in

On or prior to Thursday, 29th August 2019 up to 15:30 hours India Time (UTC + 5:30 hours)

Vendors are to submit 1 **(one)** original copy of proposal marked "Original" and 2 **(two)** marked "Copy." Each original and copy must be individually bound. **Soft copy of the bid also must be submitted.**

2.3 Criteria for Selection

The evaluation of each response to this RFP will be based on its demonstrated competence, compliance, format, and organization. The purpose of this RFP is to identify those suppliers that have the interest, capability, and financial strength to supply AIATSL with a Bio Metric Facial Recognition system solution identified in the Scope of Work.

2.3.1 Pre Bid Qualification Evaluation Criteria:

The enclosed **Pre-Bid Qualification**

Criteria_Biometric_Solution_Requirements_18Jun19.doc word document contains the pre bid qualification Evaluation Criteria that is required to be complied with by the Bidder for the proposed Biometric Solution to enable AIATSL to consider their Technical Bid for further analysis.



Pre-Bid Qualification
Criteria_Biometric_Sol

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2.3.2 Evaluation Criteria:

The **AIATSL_Biometric_Face_Finger_Card_Upto_1000_Users_Technical_Specifications_&_Requirements_Sheet_12Jul19.xls** Excel Work Book embedded below contains the



AIATSL_Biometric_Face_Finger_Card_Upto_1

Technical Specifications and Requirements which provides for the Criteria for Evaluation.

The objective of this evaluation is to facilitate the selection of the most optimal solution which would be technically qualitative and commercially cost effective (Total Cost of Ownership) **over a period of 5 years (1 year warranty plus 4 years AMC)** that appropriately meets the business requirements of AIATSL.

The bid would be first evaluated on technical capability and then on the financials. **All bids shall be evaluated by an Evaluation Committee set up for this purpose by AIATSL.**

The evaluation shall be on the basis of quality of the solution & services offered and the price quoted.

2.3.3 Bidder's Eligibility Criteria

- The bidder should have positive **Profit Before Tax (PBT)** during **last 3 (three) financial years** namely **2018 – 2019, 2017 - 2018, 2016 - 2017** Certified / Audited Balance Sheet and P&L statement for last 3 years should be submitted **in support of the turnover and profitability.**
- The bidder should be a registered company in India as per Companies Act 1956 and must be providing IT solutions or System integration solutions. The Certificate of Incorporation issued by Registrar of Companies along with the copies of Memorandum and Articles of Association are **required to be submitted along with the technical bid.**
- The bidder should have successfully implemented the proposed **Face Recognition based Biometric Solution for Attendance Monitoring System** for **at least 3 (three)** customer / organization during the last 3 (three) years from the date of Closing of Tender. Proof of Concept (POC) done would not be treated as an experience for the bidder. Preferably one of the implementation shall be in Mumbai as the initial implementation is planned in Mumbai.
- The bidder shall be authorized by OEM to supply the solution (Biometric Hardware including System Software components) for this specific tender. Valid documentary evidence for the same needs to be furnished. **The partnership for offered solution should exist for at east six month prior to bid submission date. Certificate from OEM on partnership need to be submitted.**
- The bidder **should not have been blacklisted by any Government / PSU agencies.** A self-declaration letter by the Bidder on the Company's letterhead should be submitted along with the technical bid.

2.3.4 OEM's Eligibility Criteria

- As specified for OEM eligibility in the **Pre Bid Qualification Evaluation Criteria** section

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- Preferably the offered Bio Metric Device implementation at least 1 (one) of the implementation shall be in Mumbai

2.4 Selection and Notification

The Bidder who provides the offering at the lowest overall cost including the initial cost of supply of Bio Metric Hardware, system and related application software and it's components, the cost of installation, implementation and training costs which would include the cost of providing Annual Maintenance Support Costs (AMC) for a further period of four years after the initial one year period of warranty shall be declared successful and would be chosen to be the L1 Bidder will be selected to move into the negotiation phase of this process. Written notification will be sent to the vendor via mail. Other Vendors not selected will not be notified.

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3 Scope of Work, Specifications & Requirements

3.1 Biometric Device Technical Specifications & Requirements

The

AIATSL_Biometric_Face_Finger_Card_Upto_1000_Users_Technical_Specifications_&_Requirements_Sheet_12Jul19.xls Excel Work Book document

that is enclosed in **Section 2.3.2** has the Technical Specifications and Requirements that defines the AIATSL requirement for the Biometric solution to be implemented in the Air India Air Transport Services Limited (AIATSL) at the CSI, T2 locations at Mumbai.

3.2 Business Requirements

The **key business requirements** of the Biometric Devices for Attendance Monitoring System (AMS) project are:-

- To setup a state of the art Biometric Device for recording Attendance of AIATSL personnel coming in shifts initially for implementation at CSI Airport T2 location at Mumbai to cater to both current and future needs
- To Provide for necessary backend PC hardware which would be located either at T2 location back office or at another possible location, connected to the Biometric Devices over a Local Area Network (LAN) environment. as per AIATSL requirement.
- To protect critical corporate employee data and enable automated data backup copy creation
- This could be then required to be implemented at other locations for recording Face Recognition based Biometric system

3.3 Functional Requirements

The **key functional requirements** of the Face Recognition Biometric Devices for Attendance Monitoring System project are:-

- Necessary Web based Communication Software to be supplied by the vendor as per the following Specification
- The System should be connected to Central Server and the face / fingerprint based system should push the data to the central server.
- The attendance data should integrate with the existing ERP systems being put in place.
- Organisation Unit (**OU**) **Type** : Definable number of OU Type, including defined tags/Identifier for each OU Type. Parent Child relationship will be defined.
- Organisation Unit (**OU**) - means H.Q. , Different Regions, Departments, Functional Units
- Organisation Unit (**OU**) **Page** : Definable OU Names & to be tagged with the OU Type. **OU Codemust be Defined** (minimum 8 Characters).
- **Holiday Master** : Holidays List must be defines based on Calendar Year. The **Holidays** must be **tagged to** respective **OU's**.
- **Device Management** : Software should have the facility to provide user friendly **Name, Device Model, tag it to OU**, define **IN,OUT or Null Type** as per the requirement
- **Employee Page : AIATSL Administration team (User defined specific Admin team)** should have the facility to update the employee master with Name, Employee Id (16 Characters) & Card Id(8 Characters),OU & Profile(Fixed or Moving).
 - Other details such as Department, Designation, Batch, Category, Grade, Type, Shift Type(Fixed or Flexible).
 - **Employee ID length** should be at least 16 Characters.
 - **Profile Photo, ID Proof** may be **uploaded**, as **JPG, Tiff, PDF** Files.
- **Assignment Page** : Employee/s List(using Filters based on various Tagging)with Employee Name, Employee Id and Card Id will be downloaded to the target device of the OU Selected.
 - Employee Validation done flag will be updated, based on successful download.

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- The Local Administrator should be able to enrol the face into the device directly, by selecting from the downloaded List.
- The Face Template & Employee Picture will be automatically pushed to Server by the device after Face enrolment.
- The Template & Picture should be stored in the database. And It should automatically be downloaded/replicated to the other devices of the same OU.
- The Log of Employee Template device download & success tag should be maintained in the table.
- **Holiday Card Holder** : Holiday Card Holder list may be defined for each individual OU Name. And the Holiday Card Holder will be downloaded to all the Terminals of that OU.
- **Employee Management**: Following facilities should be available :
 - **Editing the Employee Demographic Info** : as filled in during Master creation. The system will prompt if the info need to be updated on the (downloaded) devices.
 - **Employee Transfer** :Transferring the Employee from current OU to a New OU. By doing this,the system will prompt if the info need to be updated on the (downloaded) devices, i.e. deleting from the previous /current OU Device & adding in the Terminal/ Device of the new OU.
 - **Employee Termination** : Terminating the employee will create a job to delete the Template from the downloaded device/s.
- **Device Dashboard** : There will be a device Dash board which will show the health like last communication, Date/Time, Number of Employees Enrolled, Last Attendance Punch Date/Time, minimum Last 10 records.
 - There should also be an option to Scan &Synch the Date/Time of the devices, on demand in this page.
- **Attendance Log** : Following option should be Available :
 - **Online** :Attendance Logs will be automatically pushed to Server/ **centralised system** . This will be shown on the online mode with Emp ID, Card ID, Name, Transaction Date&Time, Uploaded Date & Time, OU Location, Device Name, IN/OUT Flag, from all the devices.
 - **Offline** :In this mode Filters like From Date/Time , To Date/Time, OU Code/OU Name, Device Name, Employee Name etc., may be set to view the Attendance Logs.
- **Export Transaction Data to Other Application (SAP / ERP)** : There will be a setting page for setting up the Attendance Transaction data or **First IN&Last OUT** data from this application to other application Database (where the will be dumped) with field mapping on either side to ORACLE,My SQL, MS SQL. The Database credentials will be once set .
 - The frequency/Synch elapsed time of data dumping will be set from the setting page of the attendance Transaction data .
 - There will be a flag & date/time log which will be maintained for other/ external Application database syncing in the main database.
- **Reports** : This transaction data can be viewed as various report based on business rules set in Time attendance application / ERP or in SAP .
 - **First IN,Last OutReport**: may be drawn based on the filters like OU Code/OU Name, Location Wise, Device Name Wise, Shift Code wise, Employee Name and so on. The report can be exported in CSV, xls, table format.
 - **Attendance Card Employee-wise** : Report to be based on filters like From Date/Time , To Date/Time, OU Code/OU Name, Location Wise, Device Name, Employee Name, Shift Code wise and so on.
 - The report may be exported in CSV, xls, table format.
 - **Attendance Muster** : Muster Report may be viewed based on the filters like From Date/Time , To Date/Time, OU Code/OU Name, Location Wise, Device Name Wise, Shift Code wise, Employee Name and so on..
 - The report can be exported in CSV, xls, table format.

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- The **various reports that are required** include but not limited to the following
 - i. Daily Attendance Report
 - ii. Attendance Register
 - iii. Machine Wise Attendance Report
 - iv. Location Wise Attendance Report
 - v. Employee Wise report of Leaves taken
 - vi. Daily Check-in / Check-out Report
 - vii. Late Attendance Report – Employee Wise / Shift Wise
 - viii. Punctual Employees Report – for a given Period
 - ix. Attendance Summary Report
 - x. User based access to various Attendance Reports

Generation of periodic attendance reports for each of the location.

Tracking of late-coming, special duty, overtime etc. of employees across the various locations

3.4 Broad Scope of Work

3.4.1 The broad scope of work as detailed in this section refers to the Biometric Device Hardware and System and Application Software that is procured through this tender and used for implementing the Face Recognition based Biometric Solution for automated Attendance Monitoring System (AMS) initially at T2, CSI Airport location, Mumbai for AIATSL personnel who are coming in shifts and some who are coming in normal shift. This type of implementation may be considered later on for at other locations in the airport area, and also for other Office locations of AIATSL in Mumbai and possibly also other cities.

3.4.2 The Bidder shall be responsible for Design, Supply, Installation, Configuration, Testing and Commissioning of the Biometric Device based system solution at AIATSL office T2 , CSI Airport Mumbai

3.4.3 Supply of Items

Serial Number	Components	Description	Probable Quantity
1	Hardware	<p>Multiple Biometric Device with</p> <ul style="list-style-type: none"> • Face Recognition + Fingerprint + Card Based Reader • Users 1000 • Camera High Resolution Infrared Camera • Proximity Card Reader • Communication – TCP / IP, USB output, Inbuilt Wi-Fi • CPU – Digital Signal Processing (DSP) processor based • Have Push Technology • Have Duplicate Face Check • FAR < 0.0001 % and FRR <= 1 % • System will work in different light condition • Working Temperature 0 Degree Centigrade to 50 Degree Centigrade • Verification Speed <= 2 seconds 	Up to maximum of 12

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Serial Number	Components	Description	Probable Quantity
		<ul style="list-style-type: none"> • 100,000 Transaction Storage • Minimum 1 GB SD Card with 20000 images (Optional) • Algorithm Version Latest for Face, Finger • Voice Prompt – In case of Access allowed or Access denied • Wiegand Output • Battery / UPS with backup of five hours with protection from Surge / Voltage / Spike • Power supply with 12 V 	
2	Software	Web based portal /MS SQL	
		Attendance Management System (AMS) for Admin functions such as creation, deletion, update of users Live Attendance Checking, Auto Push of Data Template Management	1
3	Accessories	Enclosures to ensure physical security of devices	Up to maximum of 12
4	Installation, Commissioning Charges	Hardware :- Software :-	
5	License Costs	User Access License Costs (if any)	1
6	WorkStation Requirements	Backend Workstation Requirements :- To store information on a centrally located high end Workstation Make - Intel i5 latest generation or equivalent AMD processor, RAM – 8 GB, HDD 1 TB Operating System – Windows 10 Professional License Monitor – 15 or 17” inch Anti Virus Software (anti APT Tool) .Net framework MS Office latest Version	1
7		Backup Workstation Requirements :- To store backup information on alternate high end Workstation to avoid single point of failure Make - Intel i5 latest generation or equivalent AMD Processor, RAM – 4 GB, HDD – 1 TB Operating System – Windows 10 Professional License Monitor – 15 or 17” inch Anti Virus Software (anti APT Tool)	1

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Serial Number	Components	Description	Probable Quantity
		.Net framework MS Office latest Version	
8	Additional Customised Reports	Cost for any additional Customised Reports to be considered in terms of Man Days. For calculation purpose it would be assumed to be 15 reports to get costing.	
9	Annual Maintenance Contract (AMC) After 1 year warranty	Applicable AMC charges after initial warranty period for the up to twelve biometric devices and also for the high end workstations Required for a period of four years after the first year of installation	

3.4.4 The Bidder shall be doing the Project Management for the entire Project from commencement to final handing over for Production Cutover. The proposed solution must be supported for a period

of 5 years (1 year as warranty support plus 4 years of AMC which would be at the same Service Level as was during Warranty period) as per RFP and requirement of AIATSL.

3.4.5 The Bidder must prepare architecture design, optimise network to increase performance, documentation, project plan and training as part of the implementation services.

3.4.6 Installation and configuration of supplied hardware associated system software and system integration must be carried out by Bidder

3.4.7 The bidder has to submit a detailed plan for implementation of the solution. Plan should include the full scope of the project as mentioned above. On acceptance of such plan by AIATSL, the Bidder is required to carry out the implementation, customization as applicable including supply, installation, and testing of solution and related activities.

3.4.8 The Bidder OEM shall also handle all matters relating to the configuration and operation of the system including but not limited to application, system interfaces, documentation, user manual and training for the successful implementation of the system.

3.4.9 The Biometric device implemented should be available for on a 24 X 7 basis throughout the day.

3.4.10 The SI and OEM shall be responsible for generation and submission of necessary documents required during various phases of project viz. planning, installation, commissioning, rollout, acceptance testing including diagrams and other reports.

The planned documentation shall be discussed with AIATSL team and a prior approval of the format and content shall be obtained before making available.

3.4.11 The SI and OEM must analyse, review and gather performance metrics and ensure it performs optimally.

3.4.12 The SI – OEM team shall be responsible for installing / configuring of all patches / updates / upgrades required for the offered solution at no additional charge to AIATSL **during the warranty and AMC period.**

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- 3.4.13 All service request for Biometric Hardware device / Appliance should be received, managed, executed and tracked to closure by the Bidder who is the Solution Implementor (SI) / Authorised Service Provider.
- 3.4.14 The SI shall inform the name of the Project Manager who would be the **single point of contact** during the complete project implementation.
- 3.4.15 The Bidder (SI) and OEM team should provide a detailed project plan in terms of activity and phase wise timelines (no. of days) required for executing the project with the details of deliverables and milestones including the delivery of Devices and Workstations.
- 3.4.16 The Bidder (Solution Implementor) should be able to extend the service and warranty support at any of the AIATSL related locations where the Biometric Device and related components including both hardware and software may be relocated if and when the need arises.

3.5 Training

The Bidder/OEM shall impart training to AIATSL identified personnel, which would be up to eight to twelve personnel for two to three sessions at a mutually agreed time and location after implementation

- Necessary training infrastructure would be provided by AIATSL team.
- The SI and OEM combine shall ensure that training is imparted in a professional manner through Qualified Personnel and Course Materials in soft copy form would have to be provided for the same for AIATSL central management for internal training at a later date.

3.6 Security Features

- The Bidder (with support from the OEM) shall ensure that the Biometric Device made available to AIATSL is secure for access both physical and logical nature with all required configurations done both hardware and software. The Software includes Operating System, Database Software and tables and database setup and Application Software installed and implemented, done to prevent any possible mis-use due to improper installation and / or configuration.
- Possible encryption required is to be considered and it be implemented at various levels such as system, database, application and network, in order to ensure that data is not changed by Man/ End user in the Middle (MIM) type of attack.
- Possible alerts of changes done in the system by database query or update should be made available as exception reports to Overall Administrator.
- Both the hardware and Software should have admin login/ rights to access the critical/non critical data according to preset levels

3.7 Availability

The solution should be configured in such a manner that recording of attendance is always available on a 24 X 7 basis with alternate system being up. Availability of the solution should be **99.95% uptime** to be analysed on quarterly basis.

3.8 Health and Performance Monitoring Features

- a. The proposed solution should be managed centrally through a single Management Console.
- b. The management platform should be configured to proactively detect the health issues and service degradation/interruptions and should be able to create event / alerts to the relevant administrators through Email, SMS etc.

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3.9 Delivery Schedule

The delivery schedule is elaborated in the **Annexure 1**.

3.10 Delivery Terms

Free delivery at AAITSL (AIATSL T2, CSI Airport location) at Mumbai inclusive of packing, forwarding, freight and insurance charges.

3.11 Penalty for Late Delivery

In case of failure to deliver the items as mentioned in our specification and delivery schedules for sole fault of the bidder, penalty shall be recovered from the bidder @ 0.5% per week (or part thereof) on the undelivered portion of the order, subject to a maximum of five (5)% on the basic value of the order. **AIATSL shall at its discretion decide to short close the order if the delay is beyond one month and can purchase it from order parties for which the cost will be borne by the bidder.**

3.12 Terms for Payment

The Bidder's request for Payment shall be made to AIATSL and it should be in writing, accompanied by an invoice describing, as appropriate, the milestone that has been completed. The Contract Price shall be paid in Indian Rupees in accordance with the Payment Schedule.

Payments shall be made promptly by AIATSL, but in no case later than sixty (60) days after submission of an invoice along with the stipulated acceptance/delivery certificate signed by competent authority/Project Coordinator/Authorized Representative, unless there is a clarification that is sought by AIATSL within this time.

Payment will be done by EFT mechanism only. Payment Schedule is shown in Annexure 4

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4. Maintainability, Warranty Support and Annual Maintenance Contract

The scope under warranty and AMC shall cover to provide services as described below:

All delivered items Hardware and System software in this tender should be monitored and serviced in such a manner to ensure maximum uptime and performance levels. **The guarantee / warranty should be of highest nature extended by the OEM on the date of participation in the Tender (Necessary documentary evidence to be submitted).**

4.1 Maintainability

The Bidder will have to submit an undertaking from OEM assuring the availability of requisite spare parts for hardware (if any) the maintainability period of 5 (five) years from date of installation as per **Annexure 8**.

4.2 Warranty support

Provide on-site comprehensive warranty for the supplied items - equipment / system / subsystems (hardware and system software) for a period of 1 (one) year with 24x7 remote support and maximum resolution of **Next Business Day (NBD)**.

The hardware equipment (if any) should be guaranteed / warranted against all defects and failure and such guarantee / warranty shall include replacement of defective parts / equipment and / or repair of the same free of cost.

All warranty shall be onsite. The bidder should confirm in their response that the support during warranty period would be carried out by the OEM for the respective equipment / peripheral. The bidder should also ensure that the SLA (**24 x 7 support** with maximum resolution time of **Next Business Day(NBD)**) is adhered to and this must be articulated in the bid response as well.

Warranty shall also cover the following:

- Installation / re-installation / maintenance / reconfiguration of System software and other supplied software
- All system patches, upgrade, service packs etc. of the OS and all other software supplied must be made available free of cost.
- Support for integration and update of infrastructure / network configuration and change management of the entire solution (existing as well as that procured as scope of this tender) to meet business requirements.
- Any change in the IP configuration , if at all required, limited to all the equipment to the Biometric Device installed at the AIATSL T2, CSI Airport Location should be done in consultation with AIATSL IT Network Team

4.3 Annual Maintenance Contract (AMC)

- The bidder would be responsible to undertake AMC activities **for a period of at least 4 years (renewable yearly) after the warranty period of 1 year.**
- The AMC for the hardware equipment would be awarded to the bidder at the rate as quoted as INR in the Financial Bid. However the AMC services for the above mentioned equipment would be procured by the bidder solely from the OEM at SLA's matching those during warranty support (as mentioned in Section 9.2). The bidder has to submit an undertaking from the OEM that the quoted AMC rate will remain valid and unchanged during the AMC for at least 4 years.
- **Considering the fluctuation of INR against Foreign Currency, Bidder can share the current prevailing conversion rate on the day of bid submission. Any escalation / de-escalation would be factored at the time of AMC contract.**
- The AMC contract should cover the services which the supplier provided under warranty.
- AIATSL reserves the right to cancel the AMC contract after giving 3 (three) months of notice. In case service provided under AMC is not satisfactory. In such case, **AIATSL shall execute an**

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AMC contract with any other party for the balance period, at the risk and cost of the bidder.

- **The AMC shall include (but not limited to) :**
 - ❖ Provide on-site comprehensive support for the supplied items - equipment / systems / subsystems (hardware including system software). Such support should include replacement of defective parts / equipment and / or repair of the same and must be considered within the scope of the project.
 - ❖ Installation / re-installation / maintenance / reconfiguration of OS, system software and order supplied software.
 - ❖ All system patches, upgrade, service packs etc. of the OS and all other software supplied by the OEM must be made available free of cost.
 - ❖ Support of integration and update of infrastructure / network configuration and change management of the entire solution (existing as well as that procured as scope of this tender) to meet business requirement.
 - ❖ Any change in the IP scheme, if required, limited to all the equipment installed at CSI Airport, T2 location at Mumbai should be done in consultation with AIATSL Network Team .

The Bidder/OEM shall be required to provide all the services based on standards and the best practices to meet or exceed the SLAs as per **Annexure 7**.

The deduction for non-performance of warranty and AMC shall be as per **Annexure 7** and would be deducted from the balance payment due / performance bank guarantee / security deposit.

5. Guarantees, Liabilities & Liquidated Damages

- The Bidder guarantees that it shall complete activities and deliverables as defined in the Technical Specifications, within the period stipulated in **Delivery Schedule (Annexure 1)** of the Agreement or within such extended time to which the Contractor shall be entitled through mutually agreed discussion.
- If the **Bidder / OEM combine** fails to Commission within the Time for Completion or any extension thereof due to reasons attributable to the **Bidder OEM Combine**, the Employer shall recover the amount of Liquidated Damages, but not by way of penalty, by making deductions from the Bidder's account or by encashment of Bidder's Bank Guarantees at the rate of 0.5% of the Contract Price, if any, paid or payable to the Bidder, excluding taxes and duties per complete week of delay up to a maximum of 5% of the Contract Price if any, paid or payable to the Bidder excluding taxes and duties. Any Recovery of Liquidated Damages shall be effected from the amount payable to the Contractor and Performance Bank Guarantee.
- Save for Liquidated Damages payable hereof, the failure by the Bidder to attain any milestone or other act, matter or thing by any date specified in **Delivery Schedule (Annexure 1)** shall not render the Bidder liable for any loss or damage thereby suffered by AIATSL

6. Earnest Money Deposit (EMD):

Non Compliance on EMD terms will lead to disqualification

- (a) An Earnest Money Deposit of INR 40,000/- (Rupees Forty Thousand only) must be submitted by means of a Bank Draft or Banker's Cheque or ECS in favour of Air India Air Transport Services Limited, payable at Mumbai, and should be submitted along with the technical bid. EMD can also be submitted through wire transfer to AIATSL's account in Mumbai. In the case of remittance of EMD through wire transfer, proof of remittance is to be submitted along with the Technical Bid. No other mode of payment is acceptable.

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(b) If the bidders submit EMD by ECS, following particulars are to be noted:

1) NAME OF THE BENEFICIARY: AIR INDIA AIR TRANSPORT SERVICES LTD.

2) NAME OF THE BANK : HDFC

3) BRANCH NAME : FORT – NANIK MOTWANI MARG

4) BRANCH ADDRESS : MANECKJI WADIA BLDG,GROUND FLOOR,
NANIK MOTWANI MARG,
FORT, MUMBAI

5) TYPE OF A/C (SB/CURRENT) : CURRENT

6)BANK ACCOUNT NUMBER : 00600310003602

7) TELEPHONE NO. OF BANK : 022-61606161

8) MICR CODE NO. : 400240015

9) IFT CODE : HDFCINBBXXX

10) IFS CODE : HDFC0000060

11) PAN NUMBER(AIAISL) : AAECA6186G

12) GST NUMBER (AIATSL) : 27AAECA6186G1ZJ

In case of any query relating to wire transfer / ECS of the EMD, the bidders may contact at the following address of AIATSL:

Finance Department, AIATSL

GSD Complex, Near Gate No.5, Sahar, Andheri (East), Mumbai 400 099.

Tel no:091-22-2831 8543

E-mail: fin.aiatsl@airindia.in

(c) EMD will not carry any interest.

(d) EMD in respect of the successful bidders will be refunded after receipt of Security Deposit.

(e) EMD of unsuccessful bidders will be refunded after opening of Price Bids.

(f) EMD will be forfeited in the event of a bidder withdrawing or modifying his bid after opening of the tenders and till completion of the tender process, i.e. till award of the contract, and / or in the event of the bidder, who has been awarded the contract, declining to honour the same.

(g) EMD will be accepted only in Indian Rupees. EMD in any other currency will not be accepted.

(h) SSI units registered with the NSIC under its Single Point Registration Scheme / Public Sector Units / Central / State Government undertakings / A-I widows Associations / A-I Co-Operative Society /

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Handicraft Boards, Khadi Village and Cottage Industries / Social Welfare Organizations / Handicapped and Blind Associations will be exempted from submission of EMD.

7. Performance Bank Guarantee

7.1 The Bidder shall provide the Bank Guarantee from Nationalised Bank **in favour of AIATSL** at the times and in amount, manner and **form specified in Annexure 2**. The security deposit shall be for the due and faithful performance of the contract and shall remain binding notwithstanding such variations, alterations or extension of time as may be made, given, conceded or agreed to the Bidder - OEM combine and the Purchaser. The security deposit furnished by the Contractor will be subject to terms and conditions of the contract finally concluded between the party and the Purchaser will not be liable for payment of any interest on the security deposit or any depreciation thereof, or in case of bank deposit receipt, any loss resulting on account of failure of the bank. The security deposit shall be refunded/ bank guarantee released on application by the Contractor after the expiry of the guarantee period and after he has discharged all his obligations under the contract.

7.2 The successful bidder **shall furnish 2 Performance Bank Guarantees** within thirty (30) days after the Effective Date of Contract, the Successful Bidder shall furnish PBG "1" for an amount equivalent to 5% of the Basic Price (PBG "1" **comprising of line items I, II, III, IV, V, VI, VII, VIII, IX as per Financial Bid Schedule – Annexure 3**) in Indian Rupees. PBG "1" **would be valid for 15 months.**

In case the **second PBG would be furnished** by the bidder within fifteen (15) days prior to the start of the AMC phase and **would remain valid for 50 months from the date of submission.** PBG "2" would be for an amount equivalent to **5% of the Basic Price of Annual Maintenance Contract price and Updates / Patches cost (PBG "2" comprising of line item X as per the Financial Bid Schedule – Annexure 3)** in Indian Rupees.

The **PBGs would be released within 60 days of their date of expiry.** In the event that the AMC is renewed, **validity of PBG "2" may be extended appropriately.**

7.3 Applicable Security Deposit / Performance Bank Guarantee will be in the form of Bank Guarantee/Demand Draft or Bankers Cheque in favour of 'AIR INDIA AIR TRANSPORT SERVICES LIMITED', payable at MUMBAI

7.4 In case of submission of Security Deposit / Performance Guarantee by means of Bank Guarantee / Demand Draft or Bankers Cheque, it may be noted that the original BG has to be forwarded by the Bank directly to Air India Air Transport Services Ltd through registered AD. The expenses incurred towards submission of Security Deposit / Performance Bank Guarantee will have to be borne by the successful bidder.

7.5 Bank Guarantee or Demand Draft or Pay order will be refunded after 30 days of scheduled completion of delivery of entire quantity, submission of quality assurance certificate and completion of all obligations under the Purchase Order. In case of Bank Guarantee, same should be issued through Indian Bank as per guidelines by RBI.

7.6 SSI units registered with the NSIC under its Single Point Registration Scheme / A-I widows Associations / A-I Co-Operative Society / Handicraft Boards, Khadi Village and Cottage

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Industries / Social Welfare Organizations / Handicapped and Blind Associations will be exempted from submission of Security Deposit

Failure of the successful Bidder to comply with these requirements shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security.

8. Performance Standard

The System should ensure that the Biometric solution including System software, performance and responses are according to the **SLA's indicated in Annexure 7.**

9. Software and Tools

All Software to be supplied under the scope of the project must be of current versions that are currently supported by their originator. Software tools must be compliant with generally accepted standards. All required Licenses for any of the component must be provided in the name of AIATSL.

10. Inspection and Preliminary Acceptance Tests

- AIATSL reserves the right to carry out inspection and / or test any components of the supplied Systems to confirm their good working order and/or conformity to the Contract.
- The Preliminary Acceptance Tests shall be conducted by Powering Up and continuous operation of all the systems on a 24x7 basis to ascertain that all components of the solution are working in the desired fashion individually and together for at least 7 (seven) days.
- Should the inspected or tested components fail to conform to the Contract, the Purchaser may reject the component(s), and the Supplier shall within a period of 14 (Fourteen) days replace the rejected component(s), so that it meets the Contract requirements free of cost.

11. Commissioning Certificate

On successful installation and configuration of individual components and the solution as a whole, the supplier shall submit the following as part of the commissioning:

- a. The Installation documentation of the entire solution.
- b. Security scheme for entire solution.

AIATSL will issue a Commissioning Certificate / sign on the submitted installation and commissioning note of all the Hardware & Software thereafter will be considered as successfully commissioned.

12. Final Acceptance Certificate (FAC)

Final Acceptance certificate for the above mentioned works shall be issued within one year after successful issue of commissioning certificate and fulfilment of statutory requirements where performance has been established in an integrated manner in normal operations and successful completion of Training to AIATSL and AI personnel.

Bidder has no other obligation under agreement. Warranty of the Hardware will start from the date of issue of Commissioning Certificate.

13. Contract Completion Certificate

Contract Completion Certificate for the supplied Hardware & Software shall be issued by AIATSL after successful completion of warranty period, when Performance has been established in an integrated manner with other Systems / Services in normal operations.

Bidder has no other obligation under agreement. Submission of final documentation incorporating all the modifications in requisite sets, Removal of all defects noted during commissioning and fulfilment of training requirements, Completion of defect liability during warranty period.

Note:

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The bidder should provide compliance statement for all the above specifications of technical requirements against each item.

All relevant product information such as user manual, technical specifications sheet etc. should be submitted along with the offer. Failure to submit this information could result in disqualification of the bid.

Hard copy of supporting documents or documentary proof for all the above criteria i.e. Bidder's and OEM's eligibility criteria, Technical Specifications should be submitted in the envelope containing technical bid.

14. Technical Specifications

The **AIATSL_Biometric_Face_Finger_Card_Upto_1000_Users_Technical_Specifications_&_Requirements_Sheet_12Jul19.xls** Excel Work Book document that is enclosed in **Sub-Section 2.3.2** which has the Excel Work Book relating to Technical Specification and Requirements defines the AIATSL requirement for the Biometric solution to be implemented initially at the T2, CSI Airport location at Mumbai.

15. Engagement Methodology

The Bidder shall explain briefly the planned engagement methodology in order to properly execute the project to avoid time overruns.

16. Bidder Qualifications and References

All Bidders must provide the following information in order for their proposal to be considered:

1. A brief outline of the Bidder company and services offered, including:
 - Full legal name of the company.
 - Year business was established.
 - Number of people currently employed.
 - Income statement and balance sheet for each of the **three** most recently completed fiscal years certified by a Chartered Accountant of India.
2. An outline of the product line-up and/or services the Bidder currently supports.
3. A description of the Bidder's geographic reach and market penetration.
4. An outline of its partnerships and relationships to date with the various OEMs.
5. An outline of its current and future strategies in the marketplace.
6. Information on its current clients, including:
 - Total number of current clients.
 - A list of clients with similar needs using similar products and/or services.
 - Evidence of successful completion of a project of a similar size and complexity as was required in Pre Bid Qualification Criteria.
7. References: Contact information for required references as mentioned in the Pre Bid Qualification Criteria from projects similar in size, application, and scope and a brief description of their implementation.

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17. Budget & Estimated Pricing

All vendors must fill out the following cost breakdown for the implementation of their solution for AIATSL's Biometric based Attendance Management System project as described in this RFP. Costs should be identified as either as Capital (one time cost) or Revenue recurring cost in nature. The vendor must agree to keep these prices valid for **1915** days as of **29th August 2019** (bid closure date)



AIATSL_Cost_Calculati
on_Matrix_Face_Recog

The **AIATSL_Cost_Calculation_Matrix_Face_Recognition_Biometric_Devices_18Jun19.xls** document contains the AIATSL Face Recognition Biometric Device Cost Calculation Matrix sheet get the cost based on a five year period. The pricing to be given based on this format only and shall be given separately only part of the Financial Bid.

Suggested Cost Categories:

Hardware: List, describe, and record the cost of each piece of hardware that is required to optimally run the software.

Software Licensing: List, describe, and record the licensing, implementation, maintenance, support, and training fees associated with your proposed software.

Third-Party Software: List, describe, and record the cost of each piece of software (including operating systems) that is required to optimally run the software.

Installation: Describe any labour, equipment, supplies, or other costs associated with installing your proposed software.

Integration: Describe any labour, equipment, supplies, or other costs associated with integrating [Insert Proposed Solution] into our current architecture and back-end systems.

Maintenance: Describe and cost out any other ongoing costs associated with the operation and maintenance of your proposed [Insert System Solution].

Documentation & Training: If there are fees associated with your user or technical documentation, list them here.

Project Management: If there are project management fees associated with your proposed software, list and describe them here.

Miscellaneous: List and describe any other costs associated with your proposed software solution.

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18. Additional Terms & Conditions

18.1 Personal Information

18.1.1 General

Depending on the circumstances, AIATSL may require information related to the qualifications and experience of persons who are proposed or available to provide services. This may include, but is not limited to, resumes, documentation of accreditation, and/or letters of reference. The Respondent should not submit as part of its Response any information related to the qualifications, experience of persons who are proposed or available to provide services unless specifically requested. Unless specifically requested, any such information, whether in the form of resumes or other documentation, will be returned immediately to the Respondent. AIATSL will treat this information in accordance with the provisions of this as per law.

18.1.2 Requested Personal Information

Any personal information as defined in the applicable legislation]that is requested from each Respondent by AIATSL shall only be used to *consider* the qualified individuals to undertake the project/services and to confirm that the work performed is consistent with these qualifications. It is the responsibility of each Respondent to obtain the consent of such individuals prior to providing the information to AIATSL. AIATSL will consider that the appropriate consents have been obtained for the disclosure to and use by AIATSL of the requested information for the purposes described.

18.2 Non-Disclosure Agreement

AIATSL reserves the right to require any Respondent to enter into a non-disclosure agreement.

18.3 Costs

The RFP does not obligate AIATSL to pay for any costs, of any kind whatsoever, which may be incurred by a Respondent or any third parties, in connection with the Response. All Responses and supporting documentation shall become the property of AIATSL, subject to claims of confidentiality in respect of the Response and supporting documentation.

18.4 Intellectual Property

The Respondent should not use any intellectual property of AIATSL including, but not limited to, all logos, registered trademarks, or trade names of AIATSL, at any time without the prior written approval of AIATSL, as appropriate.

18.5 Respondent's Responses

All accepted Responses shall become the property of AIATSL and will not be returned.

18.6 Governing Law

Settlement of disputes:

By receiving or responding to this tender, the vendor agrees that it shall first attempt to amicably

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resolve all disputes arising out of or in relation to this tender and the contract, if awarded, by negotiations and consultations.

Should the above method of amicable negotiation fail, such disputes shall be referred to Arbitration in accordance with the rules of Arbitration of the Scope Forum of conciliation and Arbitration India (SFCA.)" and the award made pursuant thereto shall be binding upon the parties. Details of the Scope Forum of conciliation and Arbitration India (SFCA.)" may be obtained from their website.

It is agreed by the vendor and AIATSL that for disputes concerning both the tender and the contract, the governing law shall be Indian law and any remedies (except where Arbitration is the course to be followed) shall be restricted to the courts at Mumbai, India.

This RFP and the Respondent's Response shall be governed by the laws of [Relevant Jurisdiction].

18.7 No Liability

AIATSL shall not be liable to any Respondent, person, or entity for any losses, expenses, costs, claims, or damages of any kind:

- Arising out of, by reason of, or attributable to, the Respondent responding to this RFP; or
- As a result of the use of any information, error, or omission contained in this RFP document or provided during the RFP process.

18.8 Entire RFP

This RFP, any addenda to it, and any attached schedules, constitute the entire RFP.

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19. Vendor / Bidder Certification

This certification attests to the Bidder's / vendor's awareness and agreement to the content of this RFP and all accompanying calendar schedules and provisions contained herein.

The vendor must ensure that the following certificate is duly completed and correctly executed by an authorized officer of your company.

This proposal is submitted in response to [RFP ID] issued by AIATSL. The undersigned is a duly authorized officer, hereby certifies that:

_____ (Vendor Name)

agrees to be bound by the content of this proposal and agrees to comply with the terms, conditions, and provisions of the referenced RFP and any addenda thereto in the event of an award. Exceptions are to be noted as stated in the RFP. The proposal shall remain in effect for a period of **1875** calendar days as of **29th August 2019**

The undersigned further certify that their firm (check one):

- IS
- IS NOT

currently debarred, suspended, or proposed for debarment by any **Government** entity. The undersigned agree to notify AIATSL of any change in this status, should one occur, until such time as an award has been made under this procurement action.

Person[s] authorized to negotiate on behalf of this firm for purposes of this RFP are:

Name: _____ Title: _____

Signature: _____ Date: _____

Name: _____ Title: _____

Signature: _____ Date: _____

Signature of Authorized Officer:

Name: _____ Title: _____

Signature: _____ Date: _____

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Schedule "A" Notice of Intention

[RFP ID]

NOTICE OF INTENTION REQUEST FOR PROPOSAL

From:

[Bidder Organisation Name]

[AUTHORIZED REPRESENTATIVE]

[TELEPHONE NO.]

[FAX NO.]

[EMAIL]

Please state your intention with regard to the Request for Proposal [RFP ID] by selecting one of the following:

Intends to respond to AIATSL Request for Proposal

Does not intend to respond to AIATSL Request for Proposal

To:

Air India Air Transport Services Limited (AIATSL)

Attention: Mr. MN Sankhe,
Materials Management Department
1st Floor, Transport Workshop Building,
GSD Complex, AIATSL,
Sahar Mumbai 400099

Telephone: +91 22 2831 8424 / 8446

Email: mmd.aiatsl@airindia.in

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Annexure 1

Delivery Schedule

Serial Number	Activity to be completed	Expected Number of Days from Purchase Order(PO) date OR From Letter of Intent (LOI) issue Date	Remarks
I	Supply of Required Hardware & Software		
a)	Supply of Biometric Device Hardware equipment (required units as mentioned in the Purchase Order (PO)) with all relevant hardware component, Software including and Web based Management Software for authorized administration team access. Server (Workstations with relevant configuration) as required for the backend server activity as well as the Server (Workstation with relevant configuration) required for storage as backup containing details of In and Out of various registered personnel whose attendance is being recorded using the Face Recognition devices with the relevant Operating System software (Windows) and Database Server Software and Application Software to access the system.	12 (twelve) days to 14 (fourteen) days 14 (fourteen) days to 21 (twenty one) days	
II	Installation and Preliminary Acceptance Tests		
b)	Power Up and Installation of all of the Biometric Devices and cabling and connecting to the backend Workstation to enable push data facility. Setting up of sample biometric data of about five to ten personnel to enable check of recording of Face Recognition and Finger and checking the FAR and FFR with about 100 sample data of recording IN and OUTs and to check on the accuracy, across shifts and days.	Within next 5 (five) days Within next 5 (five) days	
Intentionally Left Blank			

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Serial Number	Activity to be completed	Expected Number of Days from Purchase Order(PO) date OR From Letter of Intent (LOI) issue Date	Remarks
III	Commissioning		
c)	<p>Training of AIATSL designated Biometric application administrators, with provision of admin rights for enabling them to help capture Biometric related information of the personnel; also capture of information on the Card.</p> <p>Capture of Biometric (Face and Finger) of all the personnel to be registered and made available on all of these machines and on the Card. Activity to be completed by administrators, within the stipulated time.</p> <p>Training to be imparted to AIATSL designated personnel for taking backup and preparation of various required reports for perusal of Senior and Top Management in the form of Web based access and by email.</p> <p>Issuance of Commissioning Certificate after completion of User Acceptance Tests (UAT)</p> <p>Handover of All Documentation as per requirement</p>	<p>Within Next 3 (three) days</p> <p>Within Next 10 (ten) days</p> <p>Next2 (two) days</p> <p>To be completed after the completion of one month of activity using the Biometric Device and related software</p>	
IV	Final Acceptance		
	<p>Satisfactory Usage of Biometric Devices and related Application working satisfactorily from the date of issue of Commissioning Certificate</p> <p>Issuance of Final Acceptance Certificate</p>	415 days	
V	Contract Completion		
	Satisfactory Completion of Activities expected of Bidder (Solution Implementor with support from OEM) Issuance of Completion Certificate		1875 days

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Devices at T2 location CSI Airport, Mumbai**



Annexure 2

Performance Bank Guarantee

(To be executed on Non-Judicial Stamp Paper of appropriate value)

..... (**Name of the Bank**)

Address

.....
.....
.

Guarantee No.

A/c Messrs (**Name of Bidder**)

Date of Expiry

Limit to liability (**amount in INR**)

.....

Contract No.

.....

For (**Name of Facilities**)

Subject : Performance Bank Guarantee.

Date 2019

To

.....
.....
.....

[Name and Address of Employer]

Dear Sir,

We refer to the Contract Agreement (hereinafter called the "Contract") Reference No. Dated between you and M/s. (**Name of the Bidder**) (hereinafter called the "Bidder"). Whereas the Bidder has undertaken to produce a Bank guarantee under the Contract including any amendment thereto, to secure its obligations to you for the performance of the Contract including the guarantees and warranty of the Facilities & the equipment supplied.

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1. We (**Name of the Bank**) do hereby expressly irrevocably and unreservedly undertake to unconditionally pay to you merely on your written demand, without referring it to the contractor and without protest and demur an amount not exceeding (**amount in INR**). Any such demand made on us shall be conclusive as regards the amount due and payable by us under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding
2. Notwithstanding anything to the contrary we agree that your decision as to whether the Contractor has committed a breach of any terms and conditions of the contract shall be final and binding on us and we shall not be entitled to ask you to establish your claim or claims under this Guarantee but shall pay the same forthwith without any objection or excuse.
3. We undertake to pay to you any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) / Contractor(s) in any suit or proceeding pending before any court or Tribunal or arbitration relating thereto, our liability under these presents being absolute and unequivocal. The payment so made by us under this Guarantee shall be a valid discharge of our liability for payment thereunder.
4. This guarantee shall come into force from the date of issue of this guarantee and shall remain revocably valid and in force initially up to _____ and the same shall be extended further until the expiry of the Defect Liability Period of the said Contract.
5. This guarantee shall not in any way be affected by you taking any securities from the Contractor or by the winding up, dissolution, insolvency or death as the case may be of the Contractor. We shall not be entitled to proceed against the assets of the Contractor at your site
6. In order to give full effect to the Guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the Contractor, hereby guaranteed by us as aforesaid and we hereby expressly waive all our surety ship and other rights, if any, which are in any way inconsistent with the above or any other provisions of this Guarantee.
7. This guarantee is in addition to any other guarantee or guarantees given to you by us.
8. This guarantee shall not be discharged by any change in the constitution of the Contractor or us, nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure for and be available to and effaceable by the absorbing or amalgamated company or concern.
9. Notwithstanding anything contained herein before our liability under this guarantee is restricted upto a sum (**amount in INR**) and shall expire on unless a

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claim or demand is made on us in writing within three months of the expiry date all your rights shall be forfeited and we shall stand relieved and discharged from our liabilities hereunder.

10. We have full power to sign this guarantee under the delegations of powers and notification made under general regulation and resolutions in this regard.

Yours faithfully

Dated day of 201_

For

(Name of the Bank with office seal)

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Annexure 3

Financial (Price) Bid Format & Summary Table

The Document AIATSL_Face_Recognition_Biometric_Device_Cost_Calculation_Matrix_18Jun19.xls embedded in Section 17 - Budget and Estimated Pricing contains the AIATSL Biometric Device Requirement Cost Calculation sheet to get the cost based on a five year period. The pricing to be given based on this format only and shall be given separately only as part of the Financial (Price) Bid.

Given below is the Financial (Price) Bid Summary Table. The bidder should quote for the following:-

ID	Description	Quantity
(A) Installation at T2, CSI Airport, Mumbai - AIATSL designated Office Locations		
(B) Supply of Face Recognition (including Finger recognition) Biometric device and related application management software.		
(C) Supply of Workstation of required configuration including OS and database software for enabling push data updating database automatically for enabling creation of various required reports and the required licences.		
I	Face Recognition Biometric Devices (including Finger Scan) and Card Reader) using DSP technology	As required for three locations
II	Web based Application and Attendance Management Software	1
III	Licenses for Software Access - Costs	As required
IV	Backend Server (Workstation to have the Biometric Attendance record) push done to for exclusive access to User with Admin rights	As Required
V	Backup Server (Workstation to have the Biometric Attendance record) alternate	As required
VI	Server(s) Peripheral Device Costs (Keyboard, Mouse& Monitor	As required
VII	Training and Documentation and Reports Costs	As Quoted
VIII	Implementation Costs including cabling and other Administration Costs	As Quoted
IX	Additional Cost of Customised Reports in Addition to the initial Seeded reports that would be initially made available)	As per requirement
X	Annual Maintenance Costs (AMC – HCI Appliance) – as percentage of Initial License Charge (ILC)	As % of ILC

The Bidder / OEM shall be doing the Project Management for the entire Project

Note:The AMC charges per year mentioned in line item **X** above would be invoked at the end of the Warranty Period.

The successful bidder would be obliged to provide AMC services for a minimum period of 4 years (renewable yearly) at the yearly rate mentioned in the completed Financial Bid (if AIATSL decides to renew the AMC). Considering the fluctuation of INR against Foreign Currency, Bidder can share the current prevailing conversion rate on the day of bid submission. Any escalation / de-escalation would be factored at the time of AMC contract.

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Annexure 4

**Payment Schedule
Terms of Payment as per Milestone of Completion**

Serial Number	Milestones	Area	Payment Value
1	Supply of Biometric Devices as per Quantity mentioned in the Purchase Order + Related Software + Workstation for Backend Storage + Workstation for Backup storage (including peripherals such as Keyboard, Mouse and also Monitor (for Backend Workstation) to be accessed by Admin personnel	T2, CSI Airport Location Mumbai	70% of (Items I thru VII of Annexure 3)
2	Installation & Preliminary Acceptance test	T2, CSI Airport Location Mumbai	10% of (Items I thru VII of Annexure 3)
3	Commissioning of solution and issue of commissioning certificate	T2, CSI Airport Location Mumbai	20% of (Items I thru VII of Annexure 3)+ 100% of (Items VIII, IX of Annexure 3)
4	Post warranty Annual Maintenance Contract	NA	100% of (Items X of Annexure 3)

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**Annexure 5
Bid form – Technical cum Commercial Bid Submission Letter**

Bidder's Reference Number:- _____

To,
Mr. M. N. Sankhe
Materials Management Department
AIATSL
1st Floor, Transport Workshop Bldg,
GSD Complex, AIATSL,
Sahar Mumbai 400099 Telephone: 022 – 2831 8424

Email: mmd.aiatsl@airindia.in

Reference : Your Tender Number : _____

Dear Sir,

Having examined the bid documents, including Addenda, if any, the receipt of which is hereby acknowledged, we, the undersigned, offer the above-named Facilities in full conformity with the said bidding documents for the sum as mentioned in Financial Bid or such other sums as may be determined in accordance with the terms and conditions of the Contract.

We further undertake, if invited to do so by you, and at our own cost, to attend a clarification meeting at a place of your choice.

We undertake, if our bid is accepted, to commence execution of work of the Facilities and to achieve completion within the respective timelines stated in the bid documents / quoted by us in our bid.

If our bid is accepted, we undertake to provide Performance Bank Guarantee(s) in the form, amount, and within the time specified in the bid documents.

We agree to abide by this bid, which consists of this letter and Attachments hereto, **for a period of 180 (One hundred & eighty) days** from the date fixed for submission of bids as stipulated in the bidding documents, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period unless otherwise extended mutually.

We note that a formal Contract/ Purchase Order would be prepared and executed between the Company and the successful bidder.

We understand that you are not bound to accept any bid you may receive and in-turn we will not have any rights to raise any claim, whatsoever it may be, due to or arising out of rejection of our bids.

_____ [signature with office seal]

In the capacity of _____ [Designation]

Duly authorized to sign this bid for and on behalf of _____
[Name of the bidder]

* Detailed Bill of Material with Product and Services Part No need to be submitted

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Annexure 6

Service Level Agreement (SLA)

Successful Bidder has to enter into a Service Level Agreement (SLA) with AIATSL and the SLA should cover the following

In terms of response time for support, the following matrix indicates the required SLA along with financial penalties.

Uptime Guarantee of Devices (during warranty, AMC):

Vendor will have to guarantee a minimum uptime of **96%**, **calculated on a monthly basis** (calculated **for each of the Individual Biometric Device**).

The penalty will be calculated as per the details given below.

Uptime percentage - 100% less Downtime Percentage

Downtime percentage - Unavailable Time **divided by** Total Available Time, **calculated on amonthly basis**.

Total Available Time - 24 hours (**1440 minutes**) **per day for seven days a week**

Unavailable Time -Time involved while a Device is inoperative or operates inconsistently or erratically. The downtime meter is supposed to have commenced from such time the trouble tickets are raised by AIATSL.

Uptime Percentage	Penalty Details
$\geq 96\%$	No Penalty
$< 96\%$	Penalty at an incremental rate of 1% of the individual product cost for every 0.5% lower than the stipulated uptime with an overall cap of 96%

Penalties, if any shall be calculated for every month and recovered from the Bidder (vendor) on monthly Basis. Vendor has to provide Banker's cheque for the downtime charges within 7 days from the date downtime report provided by AIATSL.

Failure to provide the Banker's cheque Bank will invoke the Performance Bank guarantee. The SLA charges will be subject to an overall cap of **5% of the total order value** and thereafter, AIATSL has the discretion to cancel the contract

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Annexure 7

Sub : Undertaking for maintainability of equipment spare parts by OEM

Ref : Tender No.dated.....

I/We (Name of OEM)
.....(Designation) for and on behalf of
M/s (Name of the firm), hereby, solemnly
affirm to give an undertaking that I/We will, give an undertaking to make availability of requisite
spare parts for the maintainability of five (5) years from the date of successful installation.

Signature of Authorized Signatory with office seal

Designation

Name :

Place :

Date :

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Annexure 8

**Sub:Undertaking of Authenticity for Biometric Hardware Devices,
Supporting Software, Workstation and related Software
and other Supplies**

Sub : Supply of Biometric Device Hardware, Software, Workstation and related software
Reference : 1. Your Purchase Order No.dated.....
2. Our Invoice no / Quotation Nodated.....

With reference to the Biometric Hardware Devices, Supporting Software, Workstation and related Software and other supplies being supplied / quoted to you vide our invoice no / quotation no / order no cited above

We hereby undertake that all the hardware, software and related components/parts/assembly used in the Biometric Hardware Device such as processor, memory, disk and related component and so also in the Workstation(s) supplied including the Hardware (processor, memory and Hard disk) and the Operating System and Application Software shall be original new components/parts/assembly/software only from respective OEMs of the products and that no refurbished/duplicate/second hand components /parts /assembly /software are being used or shall be used.

We also undertake that in respect of licensed operating system if asked by you in the purchase order, the same shall be supplied along with the authorized license certificate (e.g. Product Keys on Certification of Authenticity in case of Operating System) and also that it shall be sourced from the authorized source (e.g. Authorized Channel partners of the OEM).

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with above at the time of delivery or during installation for the IT Hardware/Software already billed, we agree to take back the servers without demur, if already supplied and return the money if any paid to us by you in this regard.

We <**System OEM name**>also take full responsibility of both parts and service SLA as per the content even if there is any defect by our authorized Service Centre / Reseller / Solution Implementor.

Signature of Authorized Signatory with office seal

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Name :
Place :
Date :

Checklist

Serial Number	Enclosure / Document needed	Tick	Page No.
1	Signed copy of Tender document (all pages to be signed and stamped).	<input type="checkbox"/>	
2	Un-priced copy of the price schedule clearly marking "XXX" wherever price is quoted mentioning applicable taxes and duties.	<input type="checkbox"/>	
3	Bid form (Technical cum Commercial Bid Form Submission letter – Annexure 5) – This should be signed by an authorized person holding Power of Attorney to act on behalf of the Bidder	<input type="checkbox"/>	
4	Power of Attorney (PoA) in original or duly notarized.	<input type="checkbox"/>	
5	Bid Security (Earnest Money Deposit) – Pay Order / Demand Draft	<input type="checkbox"/>	
6	Bank Details including copy of Cancelled Cheque	<input type="checkbox"/>	
7	Bidder's Profile, Experience of similar projects, OEM Partnership certificate, CV of the project manager and indicative CVs of onsite engineers.	<input type="checkbox"/>	
8	Manufacturer Authorisation Form (MAF) in Original	<input type="checkbox"/>	
9	Bidder's confirmation for OEM listed as leaders on Gartner's Magic quadrant for "Hyper-Converged Infrastructure" and submission of latest Gartner report.	<input type="checkbox"/>	
10	Bidder's confirmation indicating their acceptance of part order	<input type="checkbox"/>	
11	Bidders undertaking for maintainability of equipment spare parts by OEM (Annexure7) and Authenticity of Biometric Devices and related software and Workstations and Operating System and Database (Annexure 8)	<input type="checkbox"/>	
12	Certified / Audited Balance sheet and P&L statement of last three years in support of Turnover and Profitability	<input type="checkbox"/>	
13	OEM's Profile, Experience of similar projects, Documentary evidence for presence preferably in Mumbai and Technical Assistance Centre (TAC) in India	<input type="checkbox"/>	
14	Bidder's and OEM declaration that implementation and all service requests for Hardware would be received, managed, executed and tracked to closure by the OEM	<input type="checkbox"/>	
15	Declaration from OEM on letter head that the quoted AMC rate will remain valid and unchanged during the AMC period of at least 4 years.	<input type="checkbox"/>	

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16	Declaration of not being Black listed by Govt. or PSU/PSE	<input type="checkbox"/>	
17	Certificate of no conflict of Interest with AIATSL	<input type="checkbox"/>	
18	Highest level support undertaking from OEM.	<input type="checkbox"/>	
19	Delivery plan & schedule.	<input type="checkbox"/>	
20	Bill of material and quantity with OEM Product and Services Part No.	<input type="checkbox"/>	
21	Response and proof pertaining to Mandatory Qualifying Criteria.	<input type="checkbox"/>	
22	Complete technical specifications along with necessary link / documentary evidence.	<input type="checkbox"/>	
23	Product brochures (as relevant)	<input type="checkbox"/>	