



## NATIONAL HOUSING BANK

### Quotation Call Letter for Installation of Biometric attendance devices at Bank's RO & RROs, AMC of existing Machines at Head Office and their integration

#### ABOUT THE BANK

National Housing Bank is an Apex Financial Institution for Housing Finance in India and constituted under the act of Parliament 'National Housing Bank Act 1987'. The Bank has its head office in New Delhi and Regional Office (RO) in Mumbai. Besides, the Bank has 11 Regional Representative Offices (RROs) across India at Ahmedabad, Bengaluru, Bhopal, Bhubaneswar, Chennai, Hyderabad, Jaipur, Kolkata, Lucknow, Nagpur & Patna.

#### REQUIREMENT DETAILS

##### Existing Set-up:

Bank has installed 22 Biometric Attendance Recording Machines (having option for both Card reading as also fingerprint reading) at its head office. The Biometric systems are connected to Bank's datacenter and data of attendance is being fetched at the end user machine through software package installed for implementing bio-metric attendance recording system. The configuration and make of the bio-metric devices are as under:

OEM Name	Device Model	Device Configuration & other details
Ewit EPersona Push Data Biometric ADMS	ADMS Vx	3000 fingerprints, 100000 logs, 500 DPI optical sensor, 32 bit high speed embedded processor, 2.0 port, identification speed <= 1 sec, FAR <=.0001%, FRR <=1%, Algorithm 10.0 version, Operating Temperature 0o C - 45oC, Operating Humidity 20% - 80%, Power 12 V DC, 3" TFT Screen, 210X157X50 mm, Secugen Sensor, Push Data Technology, Wi-Fi, Internal Battery Back-up upto 4 hours, Mifare/HID proximity

**New Requirement:**

The Bank intends to install new Biometric Attendance System at its Regional Office in Mumbai & Regional Representative Offices at Ahmedabad, Bengaluru, Bhopal, Bhubaneswar, Chennai, Hyderabad, Jaipur, Kolkata, Lucknow, Nagpur & Patna respectively. The new Biometric machines are to be installed in such a way so that they are connected to the Head Office database and data is transferred simultaneously on real time basis. The new biometric machines should be completely integrated with the system already implemented at Head Office, New Delhi so that the attendance data can be fetched from all the said locations of the Bank on real time basis by the end user in Delhi office.

The Bank intends to select a vendor for installation of new Biometric Machines at Bank's RO & RROs hence to implement integrated Biometric attendance recording system for the Bank as a whole. The selected vendor will provide AMC support of existing biometric machines already installed at its Head Office, New Delhi for next three years as also provide the AMC support for newly installed machines at RO and RROs for 2 years after completion of one year warranty period.

Following RO & RROs of the Bank are connected through MPLS with Head Office, New Delhi.

1. Mumbai
2. Hyderabad
3. Ahmedabad
4. Bengaluru
5. Chennai
6. Lucknow

There is no network connectivity established by the Bank for remaining RROs with Head Office as follows:

1. Bhopal
2. Bhubaneswar
3. Patna
4. Jaipur
5. Nagpur

**Note: All activities with respect to cabling, power point, frames etc. for installation of new machines at RO & RROs is to be carried out by the selected vendor and any charges for the same would also be borne by the selected bidder. Bank will not provide any manpower for carrying out these activities.**

## **PERIOD OF CONTRACT**

The period of contract for this arrangement will be for 3 years from the date of awarding of contract subject to satisfactory performance of the vendor. The performance review will be done on six monthly basis.

## **PENALTY CLAUSE**

The vendor shall have to resolve the issue within 24 hours of raising the service request (excluding Sundays and three National Holidays). Penalty will be charged @ Rs. 1000 for per day delay (after 24 hours), in providing service upto one week. However, if problem remains unresolved after one week, the Bank reserves the right to cancel the order. In that case, the EMD amount may be forfeited as per Bank's discretion.

## **PRE-QUALIFICATION CRITERIA**

1. The organization must have presence in Delhi/NCR and Mumbai and vendor should be able to provide support services at all offices of the Bank. If the vendor provide support at any centre through its channel partner, the details of channel partners are to be provided along with the documentary proof in support of credibility of the channel partners.
2. Average turnover of the Company for the last three years should be equal to or more than 50 lakhs.
3. The organization must have its own web-site containing the information about the company.
4. The organization should have at least three years' experience in supplying security Devices/biometric systems in India
5. The organization should have provided such services in at least 2 Government/PSU/Banks/FIs in India.

**Note: The bidding company is required to provide documentary proof against each of the pre-qualification criteria failing which the bid document may be rejected.**

## **BIDDING PROCESS (TWO STAGES)**

For the purpose of the present job, a two-stage bidding process will be followed. The response to the RFP will be submitted in two parts:

- Technical bid                      Part I

▪ Commercial bid                      Part II

The bidder will have to submit the Technical bid including the supporting documents on PQC and Commercial portion of the bid separately in two separate sealed envelopes, duly super scribing “**Quotation for Installation and AMC of Biometric Attendance System in National Housing Bank and its offices** “, “**TECHNICAL BID**” or “**COMMERCIAL BID**” as the case may be.

TECHNICAL BID shall not contain any pricing or commercial information.

The bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized by him. The authorization shall be indicated by a written power of attorney accompanying the Bid. All pages of the Bid shall be initialed by the person(s) signing the Bid.

The Bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections shall be initialed by the person(s) signing the Bid.

In the first stage, only TECHNICAL BID will be opened and evaluated. Bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short-listed. In the second stage, the COMMERCIAL BID of short-listed bidders will be opened. Bank reserve right to accept or reject any technical bid without assigning any reason thereof. Decision of the Bank in this regard shall be final and binding on the bidders.

Commercial bids of those bidders whose technical bids are found suitable by the Bank shall only be opened.

**LANGUAGE OF BID**

The bid prepared by the Bidders, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be written in English.

## EARNEST MONEY DEPOSIT

The bidder has to submit earnest money deposit of Rs. 25,000 (Rs. Twenty Five Thousand only) (The EMD of unsuccessful bidder shall be refunded after completion of tendering process and the EMD of the selected vendor shall remain with NHB as security deposit during the period of execution of contract for which no interest will be paid on the EMD. The security deposit shall be released only after successful completion/satisfactory execution of the contract.) by way of an e-payment in favour of **National Housing Bank**. The Accounts details are given below:

1. *Beneficiary Name:* National Housing Bank
2. *Beneficiary Address:* Core 5A, 4th Floor, India Habitat Centre,  
Lodhi Road, New Delhi 110 003
3. *Beneficiary Bank Name:* State Bank of Hyderabad
4. *Beneficiary Bank Branch Address:* Pragativihar Delhi Branch,  
Ground Floor, Core-6, Scope Complex,  
Lodhi Road, New Delhi - 110 003
5. *Type of Bank Account:* Current account
6. *Beneficiary Bank A/C No:* 52142903844
7. *IFCS code of Bank branch:* SBHY0020511
8. *MICR No.:* 110004005

The proof of the payment should be enclosed and put in the envelope containing the Technical Bid; in the absence of which the bid may not be considered for further evaluation. The bidders are also required to submit ECS Mandate Form as enclosed in Annexure-A.

## LAST DAT FOR SUBMISSION OF BID DOCUMENT

The last date for submission of bid documents is October 01, 2014 by 5:00 PM. No bids shall be accepted by the Bank, which are received after the aforesaid timeline. The technical bids will be opened on 17.10.2014 at 12:00 noon at National Housing Bank, Head Office, New Delhi.

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## COMMERCIAL BID FORMAT

Sr. No.	Particulars	Unit Cost	No. of Units	Total Cost (In Rs.)			
1.	Cost of Bio-metric machines (including one year warranty support)						
2.	Installation Charges						
3.	AMC support Charges of the existing Biometric Machines (per machine) for three years			1 <sup>st</sup> Year	2 <sup>nd</sup> Year	3 <sup>rd</sup> Year	Total
4.	AMC support charges for the new Bio-metric machines after completion of one year of warranty support for two years			1 <sup>st</sup> Year	2 <sup>nd</sup> Year	Total	
Total							

**Note :**

1. Service Tax shall be on actual basis.
2. If Bank opens new offices at other locations, the vendor has to supply Bio-metric devices to these new locations at the rate quoted in Commercial bid. The additional AMC charges will also be calculated on pro-rata basis.

**“ L1 Criteria** - The minimum total amount (i.e. total of particulars mentioned at Sr No. 1 to Sr. No. 4) as given in commercial bid will be considered for computing L1”