

GREATER HYDERABAD MUNICIPAL CORPORATION



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REQUEST FOR PORPOSAL FOR

IMPLEMENTATION AND MAINTENANCE OF ARTIFICIAL INTELLIGENCE DRIVEN MOBILE
BASED FACIAL RECOGNITION BIOMETRIC ATTENDANCE MANAGEMENT SYSTEM FOR
GREATER HYDERABAD MUNICIPAL CORPORATION (GHMC)
GOVERNMENT OF TELANGANA

Notice no. **RFP- 02/J1/IT/GHMC/2023-24.Dt. 22-02-2024**

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1. RFP NOTICE

Greater Hyderabad Municipal Corporation

The Greater Hyderabad Municipal Corporation, Hyderabad (GHMC) invites e-procurement to identify eligible, experienced, eminent and qualified Agencies with desired technical capabilities for *“implementing and maintenance of artificial intelligence driven mobile based facial recognition biometric attendance management system”* as detailed out in the “Scope of Work”

RFP can be downloaded from Government of Telangana e-Procurement Website <https://tender.telangana.gov.in/> under login for suppliers. Aspiring parties who have not registered in e-procurement should register before participating through the website <https://tender.telangana.gov.in/>

The details of the process of registration and obtaining the digital signature certificates are available on the website: <https://tender.telangana.gov.in/> Necessary hands on training could be obtained from the center for M/s Vupadhi Techno Services Pvt. Ltd. and could also be obtained over telephone at +91-4040-44426250/51 Fax +91-40-44426252 or mail to tseprocsupport@vupadhi.com can access the application on the website, fill them with all relevant information, and submit the completed application and supporting documents

Read the complete document, carefully PDF versions or scanned copies of the required documents are to be uploaded on the website.

The system will generate an acknowledgement with a unique offer submission number on successful completion of the above process.

The Participant must fulfill the qualification criteria mentioned in the RFP document. All RFP offers must be uploaded on or before 12-03-2024 @ 05:00 PM duly uploading the copies of DDs along with other documents as per terms and conditions as stipulated.

DISCLAIMER

The information contained in this RFP document or provided to bidders(s), whether verbally or in documentary or any other form, by or on behalf of the Greater Hyderabad Municipal Corporation, Hyderabad (GHMC) hereafter also referred as “The Authority “, or any of its employees or advisors, is provided to bidders(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP includes statements, which reflect various assumptions and assessments arrived at by the Greater Hyderabad Municipal Corporation, Hyderabad (GHMC) in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the Greater Hyderabad Municipal Corporation, Hyderabad (GHMC), its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this e-procurement. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each bidder should therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this e-procurement and obtain independent advice from appropriate sources.

Information provided in this RFP to the bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Greater Hyderabad Municipal Corporation, Hyderabad (GHMC) accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed here.

The Greater Hyderabad Municipal Corporation, Hyderabad (GHMC), its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder, under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this e-procurement or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the proposal and any assessment, assumption, statement or information contained therein or deemed to form part of this e-procurement or arising in any way with pre-qualification of Applicants for participation in the Bidding Process. The Greater Hyderabad Municipal Corporation, Hyderabad (GHMC), also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Applicant upon the statements contained in this RFP. The issue of this RFP does not imply that the Greater Hyderabad Municipal Corporation, Hyderabad (GHMC), is bound to select and short-list pre-qualified Applications for Bid Stage or to appoint the selected Bidder or Concessionaire, as the case may be, for the Project and the Greater Hyderabad Municipal Corporation, Hyderabad (GHMC), reserves the right to reject all or any of the Applications or Bids without assigning any reasons whatsoever.

The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Application including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by The Greater Hyderabad Municipal Corporation, Hyderabad (GHMC), or any other costs incurred in connection with or relating to its Application. All such costs and expenses will remain with the bidder and the Greater Hyderabad Municipal Corporation, Hyderabad (GHMC), shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a bidder in preparation or submission of the Application, regardless of the conduct or outcome of the Bidding Process.

2. SCHEDULE OF BID PROCESS

Sl.No	Key Information	Details
1.	Item Description	<i>Implementing and Maintenance of Artificial Intelligence (AI) driven Mobile based Facial Recognition Biometric Attendance Management Application in Greater Hyderabad Municipal Corporation</i> <i>RFP Notice.: 02/J1/IT/GHMC/2023-24. Dt.22-02-2024</i>
2.	Method of Selection	The method of selection is QCBS method as per mentioned marking criteria in the RFP Section 4.2)
3.	RFP Document Fee	Rs. 10,000/- should be drawn in form of DD in favour of Commissioner, GHMC.
4.	Earnest Money Deposit (EMD)	Rs. 1,00,000/- should be drawn in form of DD in favour of the Commissioner, GHMC.
5.	Contract Period	Two (2) Years
6.	Address	O/o Additional Commissioner (Rev/IT), 3 rd floor, IT Section, Head Office, Tank Bund, Hyderabad.
7.	Contact Details	e Mail id – deeit-ghmc@.gov.in Ph. 9963551523 and 7331189506
8.	Bid Validity	Bid must remain valid up to 180 (One Hundred & Eighty) days from the last date of submission of bid extendable upon request by authority
9.	Performance Bank Guarantee (PBG)	PBG shall be for an amount equivalent to 10% of total Financial bid value (as per the financial bid format of the RFP) (Section 5.30)
10.	Tender Floating Date	23-02-2024 @ 3:00 PM onwards
11.	Last date of receipt of Pre-Bid queries on RFP	01-03-2024 @ 3.00PM
12.	Pre-Bid Meeting	02-03-2024 @ 3.00PM
13.	Bid Submission start date	23-02-2024 @ 3:00 PM onwards
14.	Last date and time for Bid submission (Online on or before) along with softcopy of EMD	12-03-2024 @ 5:00 PM

3. INTRODUCTION TO GHMC & THE PROJECT

3.1. About GHMC

The **Greater Hyderabad Municipal Corporation** in short (GHMC) is the urban local body that oversees urban governance of Hyderabad, the capital and largest city in the State of Telangana, along with Secunderabad. It is the local government for the Cities of Hyderabad and Secunderabad. Its geographical area covers most of the urban development agency the Hyderabad Metropolitan Development Authority (HMDA).

The Corporation at present is divided into 6 Zones (LB Nagar, Charminar, Khairatabad, Serilingampally, Kukatpally and Secunderabad) and 30 Circles.

There are around 25,000 workers and staff working in Sanitation (SFAs & workers), Entomology (Entomology field assistant and workers), Veterinary (drivers, workers, etc.,) departments and other Officers and staff ensuring the maintenance of the City.

3.2. About the project

The broad objective is to develop a comprehensive AI driven Mobile based Facial Recognition Biometric Attendance Management System for various departments of Greater Hyderabad Municipal Corporation.

At present, the GHMC is using the Aadhaar Based Bio-Metric Attendance System (ABAS) where attendance is captured by authenticating fingerprint biometrics using AADHAAR Enabled Biometric based Hand Held Device with invoice reports generated for wage processing. The application is dependent on Internet and Hand held device due to Aadhaar authentication and field requirement of the GHMC respectively.

In view of latest technology advancements in capturing attendance, the GHMC desires to use an AI driven Mobile based Facial Recognition Biometric Attendance Management System for hundred percent coverage of attendance by removing held devices & Internet dependencies for attendance and other field level challenges faced (viz., faded finger prints) in the existing ABAS attendance system.

3.3. Scope of the Work:

The AI driven Mobile based Facial Recognition Biometric Attendance Management System (AIMFRBAMS) shall adhere to following desired requirements:

- a) Solution to be provided shall be Artificial Intelligence based Attendance management system for approximately 25,000 workers and staff working in Sanitation (SFAs & workers), Entomology (Entomology field assistant and workers), Veterinary (drivers, workers, etc.,) departments, other Officers and staff of different departments of GHMC.

- b) Solution for end-to-end attendance management system along with reports and wages calculation.
- c) Compatible mobile application for all environments for use in existing mobiles/tabs or new devices in future.
- d) Attendance transaction shall be marked by Facial Recognition with liveness check in a geo-fenced area.
- e) Transparent and traceable transactions including offline attendance capturing capability.
- f) Providing User based requisite reports to all the officers/ HODs in the GHMC.
- g) One time Registration only by the User department heads, using photograph & photo ID proof comparison (preferably by Aadhaar service if desired by GHMC).
- h) Integration of the existing Master Data for Enrollment purpose and train all the designated officials and staff during implementation and in future, whenever the GHMC requests.
- i) The proposed project shall be undertaken on 'transaction per day' basis.
- j) Real time authentication with facial template registered in database for capturing the attendance particulars.
- k) Integrating and customising the mobile application with Complaint redress service for easy monitoring of technical issues by all designated officials of the GHMC.
- l) A customised Web portal for monitoring of registration process, attendance details, Salary remittance after deduction as per attendance along with Pay roll Generation to the Workers and GPS based MIS reports as per formats requested by the GHMC authorities.
- m) Providing Integration of Mobile App & web portal with that of GHMCs website & App.
- n) Generating various desired MIS reports and Analytics defined by the GHMC whenever required.
- o) Alerts and notifications via SMS/ Whatsapp/ email to all designated officials of the GHMC.
- p) Soft Geo fencing of Areas for SFA/ EFA/Other identified staff through Maps, correlation and correction of Geo fence data with on field in case of mismatch.
- q) Attendance management shall include marking Week-off, Absent, On-duty as defined by the GHMC.
- r) Delegation of taking attendance as desired by the Officer concerned whenever the identified staff (SFA, EFA, etc.,) in-charge of attendance is on Week-off or Leave.
- s) Provision to take attendance individually or of a Group at a time and also in low light conditions.
- t) The mobile application designed shall have a peak load capacity to handle 2 to 3 times the total Users registered at any time.

- u) Help Desk support & deployment of technical support of manpower — The identified Service Provider has to deploy a technical support staff 24x7 for each zone and at HQ in GHMC area to address the technical issues related to application and for support on the application related issues. Shall share the names of contact details with GHMC.

3.4. Objectives of the Project:

- a) Timely capturing of the attendance of Outsourced staff including Regular staff as defined by the GHMC.
- b) Prevention & control of the misuse of manual attendance, misuse of the other biometric based attendance capture systems and ensure 100% tamper-proof, reliable and resilient attendance capture.
- c) Induction of transparency and accountability in operations.
- d) Monitoring and quick decision making through MIS reports and Analytics generated by the data.
- e) Protecting the interest of and empowering the end beneficiary.
- f) To record real time information related to the Attendance and make them readily available for future planning and analysis.
- g) To ensure wages are disbursed strictly based on the AIMFRBAMS attendance.

3.5. Stakeholders and their roles and responsibilities

The agencies/stakeholders involved as part of project in different steps of the process like GHMC, System Integrator (SI) etc.

System Integrator/ Implementation Partner/ Vendor/ Bidder have all the same meaning, referring to the successful bidder who shall undertake to implement the project for which this bid is invited. The following sections discuss in detail the responsibilities and the functions required to be carried out by each one:

a. GHMC

- i. Enter into Contract Agreement with the identified System Integrator.
- ii. Providing necessary information to the SI for maintaining / customisation of the existing Application.
- iii. Provide AUA service line to the identified bidder for Real Time Authentication with Aadhaar data during Registration of GHMC outsourcing staff.
- iv. Coordinate with SI for designing the MIS reports & Analytics for integration with Department applications.
- v. SLA monitoring at regular intervals.
- vi. Payment as per the agreed terms.

- vii. Facilitate the SI in undertaking Training to the Staff on usage of the Application & Devices whenever required.
- viii. Issue necessary instructions/guidelines to the concerned staff on proper handling of the mobile and web application.

b. System Integrator (SI)

The selected System Integrator is required to be completely responsible for the rollout of the project and commencement of operations. The bidder is responsible for the complete services as stated in the scope that includes, Mobile application, Application Maintenance & Customisation **duly factoring in compatibility to transact with server**, training, installation, maintenance, support etc. The application and database related technical part of the application hosted at TS SDC or Virtual Private Cloud or any other place specified by GHMC.

The System Integrator (SI) is responsible for the following:

- i. Mobile application design and development as per the requirements and customisations of the GHMC.
- ii. Deployment of Mobile application in PlayStore, iOS with client side application software for Registration of face templates and Authentication, Representatives Authentication, Exception Handling and Allocation Modules, Transaction quantities data capturing etc. The client side application must be compatible with server, so that it is able to transact with the latter.
- iii. Deploying & Maintenance of the Mobile application, Web application and MIS data & Analytics for a period of (2) two years from the date of Agreement.
- iv. Collection of Information related to the various Workers/ Officers and staff from various GHMC offices and verifying with that of the Master data provided.
- v. Integration of all the workers/ staff details from the existing Aadhaar based biometric system to the new Facial AIMFRBAMS initially. Integration of other departments workers/ staff details as and when the GHMC requests.
- vi. Registration of Facial Biometrics/ Profiles and maintaining the Registration history pertaining to the unique Employee ID for Out-sourced workers in view of replacement of workers.
- vii. The application shall detect photo and video spoofing and record in database for monitoring.
- viii. Integration with other applications of GHMC or UIDAI as desired.
- ix. Maintenance of Mobile, DB, Web applications during the contract period & Validating & exporting of circles data into database.
- x. Instant Transaction synchronisation when on Network and maintain offline transactions till transferred to server during network issues.
- xi. Deployment of Application server at TS SDC or Virtual Private Cloud for deployment of the Application, the SI is responsible for provision of Socket Secure Sockets Layer (SSL) certificate, Security Audit certificate and any other audit including Data Center has to bear the costs if any along with the Proposal pertains to the GHMC AIMFRBAMS.
- xii. DB design & Creation for all Zonal, Circles and Ward level monitoring and supporting Facial biometric templates & Images.

xiii. Registration module support and MIS, Analytics & GPS reports design if any as per the requirement.

xiv. Payroll system :

Payroll should be provided for all the categories of outsourced staff of GHMC with varied wage calculations. Create payment generation architecture along with ESI, EPF details.

Maintenance of software to generate payment sheets/ invoice reports are generated for wage processing to all circles every month with provision for penalties and Testing of all modules & Security before the delivery. Further the attendance report of regular officers and staff shall be integrated to the existing HRMS module through API/ web service if desired by the GHMC.

xv. Moving backups at scheduled time & supporting smooth flow of applications.

xvi. Checking payment generation process every month.

xvii. Fixing bugs identified in mobile and web applications.

xviii. Generation of offline reports required.

xix. Providing Software Development Kit (SDK), supporting all popular software. The SDK should be compatible with all versions of Operating Systems available in Market (Android, iOS).

xx. Providing training and handholding of Department nominated Staff in operation of AIMFRBAMS. User manual & Training Manual in Telugu and English and various manuals including Systems Administration Manuals, Installation Manuals, Operational Manuals and also Maintenance Manuals if any.

xxi. Capturing exception-handling mechanisms indicated by the GHMC Dept for federated authentication and back-up identity authentication mechanisms when authentication fails. Authentication failures could occur due to process failures, infrastructure failures (including power, IT infrastructure, mobile devices, and network connectivity) or any other failures.

xxii. Providing the specifications of Mobile phones to use in the field including formatting, security and validations.

xxiii. The System Integrator shall implement all the Instructions, standards and Guidelines prescribed by the Government of India norms from time to time for authentication, transactions and for audit purpose.

xxiv. Implementing the change requirements as desired by the GHMC, if any, for executing the federated authentication system to offer uninterrupted services.

xxv. In order to ensure that the authentication service is friendly to the User on field, it is important that the System Integrator provides an efficient application to maintain end-user latency less than 4 seconds. It should consider round trip network latency from their devices to Application server and back while planning service roll-out in the field. Depending on the choice of network and bandwidth, on-field performance may vary. It is important that for a good experience, System Integrator should try to keep the full round trip service time to be less than 4 seconds on an average.

xxvi. Resolving effectively and within the stipulated time frame, all complaints related to the functioning of the software through a well-managed help desk and service centers. Registering complaints from field and coordinating with respective field support personnel and maintenance team and issue status update.

xxvii. The System Integrator shall also ensure strong connectivity of the Mobile application to the server.

3.6. Mobile Application Compatibility:

S. No	Parameters	Configuration
1	Micro Processor	1 GHz or more.
2	Operating System	Compatible in all Android, iOS versions including latest versions.
2	RAM & Storage	1 GB RAM or higher and 8GB Storage or higher
3	Camera	Front facing - \geq to 2 MP Rear facing - \geq to 8 MP
4	Enrolment time/ User	Within 120 seconds
5	Attendance time/ User	Within 10 seconds

3.7. Project Time Lines & Implementation Schedule

Following are the timelines for the completion of various phases:

#	Milestones	Completion Schedule
1	Date of Issue of LoI	T0
2	Creation of Database & Testing	T1 = T0+ 2 weeks
3	Design & Development of Mobile Application (along with customised functionalities) and Testing	T2 = T0+ 3 weeks
4	Deployment of ready-to-operate and fully functional customised Mobile Application in Play store and iOS with first level training on operations.	T3 = T2+ 2 weeks
5	Design, Development & Deployment of Web Application	T4 = T2 + 1 week

Note:

SI will need to strictly adhere to the implementation schedule and obtain final acceptance as per the implementation schedule. In case there is delay from bidder in obtaining the final acceptance as per the implementation schedule may be penalised.

3.8. Support during the entire Project period:

- The SI shall provide support as per the service level agreements mentioned in the RFP.
- The SI shall cooperate with the third-party external auditors for conducting certifications and audits and shall also assist in strengthening of processes by attending to audit points.

- c) A Service shall be provided in AMOH/ Dy. EE (SWM)/ SE(UMS) or any other designated officer login to raise ticket for any technical (software) issue of devices along with an option to upload image and type of issues in drop down. Upon attending to the technical issue, the SI has to be upload proof mentioning issue resolved.
- d) SI shall receive the Zone/ Circle/ Ward level complaint details registered about software issues and will also maintain a log of issues, time and date of receipt of call, cause / nature of problem (network etc.), date & time of resolution provided etc. The SI needs to ensure to provide support for the mobile application (Android & IOS).
- e) The SI shall provide technical document and manpower support to enable department/its representatives/its consultants in evaluation process.

3.9. Deliverables

- a) The following shall be the deliverables of the SI for Go-Live, during Contract period and Project Completion:
- b) Delivery of AIMFRBAMS as per specifications mentioned in this RFP to all Users identified by the department along with MIS, Analytics and other requisite services per the Scope of work.
- c) Training the department officials and other stakeholders on the use of software.
 - i. Training Manuals
 - ii. Training Plan with sessions
- d) Resolving effectively and within the stipulated time frame, all complaints related to the functioning of the software through a well-managed call centre.
- e) User manual & Training Manual in English and various manuals including Systems Administration Manuals, Installation Manuals, Operational Manuals and Maintenance Manuals.
- f) Software Testing Documentation (including details of defects/bugs/errors and their resolution).
- g) Test Plans and Test cases (including Unit Test Plan, System Integration Test Plan, User Acceptance Test Plan, Security Test Plan, and Load Test Plan).
- h) System Requirement Specifications (SRS) document.
- i) Periodic Status and Review Reports as desired by the GHMC.
- j) Data cleansing and Standardisation of Master data.
- k) Internal Review and testing documents of the System Integrator.
- l) Software Source Code for the software specifically developed by the successful bidder for this Project.
- m) Database Management System with fully updated databases.
- n) Master Data and Metadata Repository.

3.10. Change Request:

Definition of Change request during the Project period:

- a) Deliverables such as Reports desired by the GHMC shall not come under Change Request.
- b) Any deliverables not mentioned but in line with scope of work and included in the signed Contract document shall not come under Change Request.

3.11. Confidentiality and Intellectual Property Rights (IPR)

a. Confidentiality

- The successful bidder must maintain absolute confidentiality of the documents/ maps/ tools collected in any form including electronic media and any other data/information provided to him for the execution of the work.
- The bidder should not use the Project data for any purpose other than the scope of work specified in the document and added/ amended before signing the contract.
- The Bidder must remove/ destroy the entire data from his custody after completion of the warranty period. If at any stage it is found that the bidder is using the data provided by the client any time during the contract execution or after completion of the contract for any other purposes, stringent legal action will be initiated as per applicable law of land and the contract will be terminated without assigning any reasons.
- Bidder shall not disclose to any one, any information marked as confidential and communicated or made available or accessible by the firm during execution of the work.

b. Use of documents and Information

- The bidder shall not, without prior written consent from GHMC, disclose/share/use the bid document, contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the GHMC in connection therewith, to any person other than a person employed by the bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- The bidder shall not, without prior written consent of GHMC, make use of any document or information made available for the project, except for purposes of performing the Contract.
- All project related document (including this bid document) issued by the GHMC, other than the contract itself, shall remain the property of the GHMC and shall be returned (in all copies) to the GHMC on completion of the Bidder's performance under the contract.
- The bidder will have to submit customised source code required documentations to GHMC will have full rights over the customised source code and IPR shall belong to the GHMC and bidder will not possess any rights. On changes in the source code or documentation the bidder will have to provide source code / documentation to department from time to time.

c. Intellectual Property Rights

- The Successful Bidder shall transfer the Source Code of the customised Facial Recognition Biometric Attendance Management Mobile Application to GHMC along with all the rights and privileges. Successful Bidder shall also submit all the necessary instructions for incorporating

any modification / changes in the software and its compilation into executable / installable product. The Successful Bidder shall indemnify GHMC against all third-party claims of infringement of copyright, patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India.

- IPR of the all the Application Software developed/ customized/modified by Successful Bidder for providing the services shall be fully owned by the GHMC. Successful Bidder will have to provide the tools for accessing the data at the end of maintenance period while passing on the rights (license) of using any third party software/software tool, the service provider shall ensure that such rights are inclusive of the use of that software for development in addition to deployment.
- The software licenses supplied by Successful Bidder shall be genuine, perpetual, full use and should provide patches, fixes, security updates at no additional cost to the GHMC for the entire period of contract. All the licenses and support should be in the name of GHMC from the date of procurement. In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof in India the Successful Bidder shall act expeditiously to extinguish such claim.
- If the Successful Bidder fails to comply and GHMC is required to pay compensation to a third party resulting from such infringement, the bidder shall be responsible for the compensation including all expenses, court costs and lawyer fees. GHMC will give notice to the service provider of such claim, if it is made, without delay.

4. Qualification & Evaluation of the Bidder

4.1. Pre-Qualification Criteria:

The Bidder's competence and capability is proposed to be established by the following parameters, Sole proprietorship, registered partnership firm, public limited company, private limited company.

The Bidder should meet all the criteria given in this section.

#	Pre-Qualification Criteria	Attachments
1	The bidder should be a company registered under Indian Companies Act,1956/2013 or a Partnership Firm registered under Indian Partnership Act,1932 or a Proprietorship firm or Limited Liability Partnership Firm under Limited Liability Partnership Firm Act 2008. The company/firm should have been in operations for at least 3 years in the field of Biometric Attendance Management System and Software Development & System Integration.	Copy of Certificate of Incorporation signed by Authorized Signatory of the Bidder / Lead Bidder or A copy of the partnership deed/ Firm takeover agreement /instrument of partnership or a Copy of LLP agreement or any other relevant document.
2	The Bidder Partner should have ISO certificate 9001:2015, ISO 27001:2013 or CMMI Level-3 certification.	Valid copy of the Certificate
3	The Bidder should have been engaged in any State/ Central Government Organization / PSU/ ULB in last three years in various locations of India.	At-least Two Projects from Central Government/State Government/PSUs The bidder must Submit Completion Certificate or Experience Certificate or Work Order
4	The Bidder should have demonstrable expertise in providing a Facial Recognition attendance management system.	At-least Two Projects The bidder must Submit Completion Certificate or Experience Certificate
5	The Bidder should be in the business of software development or Software/ Platform as a Service for the Last three years.	Copy of Work orders or client certificate mentioning the year of execution of work.
6	The Bidder should have Experience of Implementation Biometric Attendance Management System (preferably Facial recognition). Bidder should have undertaken at least (2) projects with 10,000 transactions on any day in last (3) three years for Central Government/State Government/PSUs.	The bidder must Submit Completion Certificate or Experience Certificate or Work Order (PoC may be provided)

7	The Bidder should have experience of integrating and handling MIS data of 10,000 users and should have developed Web and Mobile Applications.	At least 3 projects from Central Government/State Government/PSUs (PoC or Screenshots of the User Interface may be attached additionally)
8	The Bidder must have a turnover of at least Rs. 2 Crores during any (1) one year from the business area of Biometric attendance Management System or Software Development & System Integration for last (5) five audited financial years as on 31 st March, 2023.	Audited and Certified Balance Sheet & Profit/Loss Account of last 3 Financial Years. Also, CA certificate mentioning turnover
9	The bidder should have positive net worth in last three financial years ending on March 2023.	Audited and Certified Balance Sheet & Profit/Loss Account of last 3 Financial Years.
10	The Bidder should have at least 20 regular experts working for Web and Mobile Applications development.	HR certificate
11	The bidder should not be blacklisted by any Central / State Government Department or Central/State Public Sector Units (PSUs) in India as on the bid submission date	Undertaking by the bidder
12	The Bidder must have a valid GST Registration in India.	GST Registration Certificate
13	Capacity Building and Training	At least 1 Project with more than 5,000 users on any day from Central Government/State Government/PSUs
14	The Bidder should have local Offices at Hyderabad to ensure Satisfactory fulfillment of contractual obligations.	Details of the office address of Hyderabad.

Relevant supporting documents (ink signed) should be furnished without fail or the bid is liable to be treated as “non responsive”.

Note:

- a. The bidder should upload all the required documents with clear visibility, avoid missing documents and avoid bidding mistakes. In such cases, GHMC reserves it's right in seeking clarification from the bidder and may disqualify the bidder for the bidding mistakes, missing documents and for the documents that are not clear.
- b. Bidder shall not have conflict of interest that may affect the bidding process or the bidder (the “Conflict of Interest”). Any applicant found to have a Conflict of Interest shall be disqualified.

4.2. Evaluation Procedure & Instructions to Bidders

4.2.1 Method of selection is: Quality & Cost Based Selection (QCBS) on 70:30 basis (70% weightage will be given to the Technical Proposal and 30% weightage will be given to the Financial Proposal).

- a) The Technical Bids of only those bidders will be opened who meet the pre-qualification requirements. The selection(s) will be made from the Qualified Bidders found to be eligible on the basis of the Technical Proposal (including presentation, if any) in accordance to the QCBS method as per above mentioned marking criteria.
- b) The financial bids of the Technically Qualified Bidders shall only be opened. Financial bids, not substantially responsive or incomplete in any manner, shall be summarily rejected.

4.2.2 Evaluation Process

- a) Authority shall constitute a Committee to evaluate the responses of the Bidders. The Committee shall evaluate the responses to the RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence by bidders may lead to rejection of their Bids.
- b) The decision of the Authority in the evaluation of Bids shall be final and binding on all the Bidders. No correspondence will be entertained outside the process of evaluation with the Authority. The Authority may ask for meetings or presentation with the Bidders to seek clarifications or conformations on their Bids.
- c) The Authority reserves the right to reject any or all Bids. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
- d) The steps for evaluation are as follows:

Stage 1 (A): Pre-Qualification

- a. Authority shall validate the Set 1 “Bid Processing Fee & Earnest Money Deposit (EMD)”.
- b. If the contents of the Set 1 are as per requirements, Authority shall open the “Pre- Qualification Bid”. Each of the Pre-Qualification Criteria mentioned in Section 4.1 is MANDATORY. In case, the Bids does not meet any one of the conditions, the bids shall be treated as non-responsive and will not be considered for further evaluation.
- c. Bids of only those Bidders who meets the Pre-Qualification criteria, shall be considered for further evaluation i.e. Stage-1 (B): Technical Evaluation.

Stage 1 (B): Technical Evaluation

- a) “Technical Bids” will be evaluated only for the Bidders who have succeeded in Stage 1(A).
- b) The Committee appointed by the Authority will review the Technical Bids to determine whether the Technical Bids are responsive. Bids that are not responsive are liable to be disqualified at Authority's discretion.
- c) The Bidders' technical solutions proposed in the Bid document shall be evaluated as per

the requirements specified in the RFP and technical evaluation framework as mentioned in Section 4.2. Each Technical Bid will be assigned a technical score out of a maximum of 100 marks.

- d) The bidders may be invited to demonstrate the Proof of Concept (PoC) of their existing mobile application or as per customisations desired by the GHMC.
- e) Only those bids who get an Overall Technical score of **70 or more** of the Technical Evaluation Framework as given in Section 4.5 shall be considered technically qualified. Bids which scores less than 70 points, shall be treated as Technically Disqualified bids and their commercial bids will not be opened.

Stage 2: Commercial Evaluation

- a. All the technically qualified bidders will be notified to participate in the Commercial Bid opening process.
- b. The commercial bids of only those bidders which have qualified in Stage-1 (A) & Stage -1 (B) shall then be opened on the notified date and time and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at Authority's discretion.

4.3. Substantially Responsible Bids

A substantially responsive Bid is one, which conforms to all the requirements, terms, conditions and specifications of the Request for Proposal. Any attempt by a Bidder to influence the bid evaluation process may result in the rejection of the Bidder's Bid.

4.4. Selection Methodology

- a) The overall evaluation shall be based on **QCBS in ratio** of 70: 30 i.e. 70% weightage to the Technical evaluation (technical Evaluation criteria in this RFP) & 30% weightage to Financial Evaluation.
- b) The proposals will be ranked in terms of the Overall Scores obtained from Highest to Lowest. The bidder with the highest overall score will be considered for award of contract & will issue LoI.

For example if the Technical Score is 75 marks and Financial Score is 95 marks then the Overall Score will be computed as given below:

Final Score = [Technical Score × Weightage of Technical Score + Financial Score × Weightage of Financial Score] = [75 × 0.70] + [95 × 0.30] = [52.5 + 28.5] = [81]

- c) The bidder who scores the **highest overall score** will be considered for selection and Awarded Contract.

4.5. Technical Evaluation

The evaluation Committee will evaluate the Technical Proposal using the evaluation parameters as below and would select the technically qualified Bidder. All projects to be considered should be successfully completed and customer certificate must be submitted. All projects to be considered must be from central/ State / UT Govt., or PSU organisations in India.

Evaluation of Technical Proposal:

Sl. No	Evaluation parameter	Max. Marks	Eligible Documentary Evidence
E1	Project References	60	
1.	Average Turnover of the Bidder to be minimum Rs. 2 Crores in any (1) one year in last (5) five financial years in Biometric attendance Management System or Software Development & System Integration <ul style="list-style-type: none"> Rs. 2.0 Cr - 10 marks > Rs. 2.00 Cr - 20 marks 	20	Audited and Certified Balance Sheet & Profit/Loss Account of last 3 Financial Years.
2.	ISO 9001:2015, ISO 27001:2013 or CMMI L3 certification – 10 marks	10	Valid copy of certificates
3.	Prior experience in Implementation of Biometric Attendance Management System (incl., MIS reports) with 10,000 transactions on any day with end-to-end solution in India in past 3 years, as of date of Bid submission.	30	Work Orders/ Service/Agreement or/and Completion Certificate from the client.
	A No. of projects in last (3) three years <ul style="list-style-type: none"> 2 projects - 5 marks > 2 projects - 10 marks 	10	Client certification for proof./ work order
	B No. of transactions on any day <ul style="list-style-type: none"> 10,000 transactions - 5 marks > 10,000 transactions - 10 marks 	10	Client certification for proof. / work order
	C Project with Artificial Intelligence driven Mobile based Facial Recognition Biometric Attendance Management System – 10 marks	10	Client certification for proof. / work order
E2	Technical & Professional Capability & Solution Proposed	40	
4.	Solution Proposed Assessment based on Demonstration of understanding of the Department's requirements through providing:	20	Marks would be allotted based on the Technical Presentation Assessment. The presentation

	<ul style="list-style-type: none"> a. Solution proposed and its components and overall architecture b. Implementation Approach & Plan. Technologies and Used cases c. Deployment architecture of the solution components including description of the process to support High availability and scalability d. Challenges likely to be encountered and Mitigation proposed. Learning on Issues e. Approach & Methodology and Implementation Roadmap f. Strategy to ensure implementation of project within stipulated timelines g. Identification of major risks and their mitigation plan h. Ready-to-use solution already deployed i. Help Desk Mechanism 		would be considered as part of the Technical Proposal for further Reference
5.	<p>The bidder should do technical demonstration (PoC) of the specifications listed in the RFP.</p> <p>The bidder should provide live-demonstrate PoC to present their solution in front of Technical Committee with required output and desired result, with following features:</p> <ul style="list-style-type: none"> a. Ease of use of the Mobile Application & Multi OS Compatibility b. Facial Biometrics registration, capturing and authentication mechanism c. Authentication feature & Response time d. Geo-fencing feature e. Understanding of various technical dependencies f. Liveness check accuracy g. Duplication check accuracy h. Resistance to Photo & Video Spoofing i. Understanding of various technical dependencies j. Any other features under the scope as requested by the Committee 	10	<p>Marks would be allotted based on the Technical demonstration of the desired output and user friendliness.</p> <p>The demonstration would be considered as part of the Technical Proposal for further Reference</p>
6.	<p>Team to be deployed on site / offsite in respect to the Project Timeline and Work Plan</p> <p>Qualitative assessment based on the Team Proposed and Experience of Team Members and allocation of</p>	10	<p>Details to be provided in Technical Proposal and employment records and CV of team to be</p>

	resources in respect to the Project Timelines and Proposed Work Plan.		submitted
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Sl. No	Evaluation parameter	Max. Marks	Eligible Documentary Evidence
	Total(E1+E2)	100	

Minimum Technical Score of 70 out of 100 is required to qualify for opening of financial Bid. Only those bids having minimum score would be considered „Qualified“ and eligible for opening of financial bids.

5 Instructions to Bidders

5.1 Introduction & Issuer

Greater Hyderabad Municipal Corporation (GHMC) invites all the interested bidders to submit their technical and financial offers for *implementation and maintenance of AIMFRBAMS* in different departments of Greater Hyderabad Municipal Corporation in accordance with the scope of work, conditions and manner prescribed in this Request for Proposal (RFP) document.

a. While every effort has been made to provide comprehensive and accurate background information, requirements and envisaged solution(s) specifications, Bidders must form their own conclusions about the solution(s) needed to meet the Authority's requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.

b. All information supplied by Bidders as part of their bids in response to this RFP, may be treated as contractually binding on the Bidders, on successful award of the assignment by the Authority on the basis of this RFP.

c. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of Authority. Any notification of preferred bidder status by Authority shall not give rise to any enforceable rights by the Bidder. Authority may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of Authority.

d. Bids shall be received by the Authority on the websites as mentioned in the fact sheet before the time and date specified in the schedule of the tender notice. The Authority may, at its discretion, extend this deadline for submission of offers by issuing corrigendum and uploading the same on websites mentioned in the factsheet.

e. Bid received through any other mode of communication except through web portals (email, print out, telex, cable or facsimile offers) will be rejected.

5.2 Eligible Bidders

The Bidder shall be as described below.

- i. Must be a company which has the capabilities to deliver the entire scope as mentioned in the RFP
- ii. Cannot bid as part of any other consortium bid under this RFP
- iii. Could be an Indian or International firm
- iv. Should be registered under the Companies Act 1956 in India or any equivalent foreign act
- v. Should be in operation in India or abroad for a period of at least 7 years as on publication of bid
- vi. For an International Bidder, Bidder will have to register as company under Companies Act, 1956/2013 within 6 months of Issuing LOA

5.3 Compliant Bids/Completeness of Response

- a. Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b. Failure to comply with the requirements of this paragraph may render the bid non-compliant and the Bid may be rejected. Bidders must:
 - i. Include all documentation specified in this RFP, in the bid.
 - ii. Follow the format of this RFP while developing the bid and respond to each element in the order as set out in this RFP.
 - iii. Comply with all requirements as set out within this RFP.

5.4 Advice to the bidders

Bidders are advised to study this RFP document carefully before participating. It shall be deemed that submission of Bid by the bidder has been done after their careful study and examination of the RFP document with full understanding to its implications. RFP is to be submitted as per enclosed format only. Attach the certificates, brochures & other documents asked for in the RFP document.

5.5 Transferability of the RFP document

This RFP document is non-transferable.

5.6 Misplacement of the RFP document

GHMC shall not be responsible for any postal delay about non-receipt / non-delivery of the documents.

5.7 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid and shall in no event or circumstance be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process. The Tender document is downloadable free of cost to all the bidders. The soft copy may be downloaded from e-procurement portal Bidders are required to submit ONLINE the Bid Processing Fee, as onetime tender processing fee (Non- refundable). Tender Fee and EMD are to be paid electronically using the Online Payment Facility provided in the Portal.

5.8 Completeness of Response

- a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of its Proposal and forfeiture of the Bid EMD.

5.9 Proposal Preparation Costs

- a) The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conducting informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by GHMC to facilitate the evaluation process and in negotiating a definitive contract or all such activities related to the bid process.
- b) GHMC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. This RFP does not commit GHMC to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this bid.
- c) All materials submitted by the bidder become the property of GHMC and may be returned completely at its sole discretion.

5.10 Signing of Communication to the GHMC

All the communication to GHMC; the bid documents shall be signed on each page by the authorized representative of the bidder and authority letter should be attached with the bid.

5.11 Pre-bid Queries

- a) All enquiries / queries from the bidders, related to this RFP must be submitted on or before 01.03.2024 03:00 PM and must be directed in writing (email) exclusively to the contact person.
 - i. eMail id – deedit-ghmc@gov.in
- b) The preferred mode of delivering written questions to the aforementioned contact person would be through email. Fax / Telephone calls will not be accepted. In no event will the GHMC be responsible for ensuring that bidders' inquiries have been received by GHMC.
- c) After distribution of the RFP, the contact person notified by GHMC will begin accepting written questions from the bidders. GHMC will endeavor to provide a full, complete, accurate, and timely response to all questions. However, GHMC makes no representation or warranty as to the completeness or accuracy of any neither response, nor does GHMC

undertake to answer all the queries that have been posed by the bidders. The responses to the queries from all bidders will be distributed to all.

- d) No pre bid queries will be accepted from any bidder after 01-03-2024, 3.00P.M. All queries should be sent to Addl. Commissioner (Revenue & IT), GHMC in the following format:

Sl. No	Section No./ Pg.No	Component/Sub-component	Reference/Subject Requiring clarification	Clarification Sought

Note: The queries not adhering to the above mentioned format may not be responded.

5.12 Amendment of RFP Document

At any time prior to the last date for receipt of bids, GHMC, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by an amendment.

The amendment will be notified in tender document / RFP published on website and may be communicated to all prospective Bidders by publishing the amendments on the website and the amendments so published will be binding on them. The amendment will have to be downloaded from website <https://eprocurement.telangana.gov.in> . Interested bidders are requested to visit on frequent basis the e-procurement website to get latest update of the RFP.

In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, GHMC may, at its discretion, extend the last date for the receipt of Bids.

The bidders shall be allowed to resubmit their bid- if required, after such amendments.

5.13 Supplemental information to the RFP

If GHMC deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP. Any such corrigendum shall be deemed to be incorporated by this reference into this RFP.

5.14 GHMC right to modify submission deadline

GHMC may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing a corrigendum on the website, in which case all rights and obligations of the project and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

5.15 Submission of Bids

Online submission of Bids:

- The Bidder shall complete the Technical Bid and a Financial Bid furnished with the document giving details as per the format mentioned in the e- Tendering website <https://eprocurement.telangana.gov.in> .The bidder shall also complete the bid form as per format on e-procurement portal and submit it with the financial bid on or before 12.03.2024
- Telex, e-mailed or facsimile bids will be rejected.

Bids should only be submitted in electronic format in e-procurement portal no physical copy shall be submitted. In case financial bid is submitted along with the technical bid, the bid will be rejected.

Bidder shall register in e-procurement for facilitating them in submission of the bid documents on the e-tendering website; In case any of the bidders is not registered they will have to get the registration completed on their own.

The Bidder's names, bid modifications or withdrawals, and the presence or the absence of requisite bid security and any other details as GHMC may consider appropriate, will be announced at the time of opening.

Bids that are not opened and read out at bid opening shall not be considered for further evaluation, irrespective of the circumstances. Prices shall be quoted in Indian Rupees Only.

5.16 Bid Submission Format

The entire proposal shall be strictly as per the format specified in this Request for Proposal. Bids with deviation from this format shall be rejected.

RFP Notice.: 02/J1/IT/GHMC/2023-24, Dt. 22-02-2024

5.17 Late Tender offers

Any tender offer received by GHMC after the deadline for submission of tender offer prescribed by GHMC, pursuant to the clause above, will be summarily rejected.

5.18 Offer/Bid validity Period

The offer/bid should be valid for a period of 180 days from the date of the opening of tender. On completion of the validity period, unless the Bidder withdraws his bid in writing, it will be deemed to be valid until such time that the Bidder formally (in writing) withdraws his bid.

5.19 Address of Submission of bids

Offers should be addressed to at below given address:

Office of the Addl. Commissioner (Revenue & IT), GHMC
3rd Floor, CC Complex,
Greater Hyderabad Municipal Corporation,
Lower Tankbund, Hyderabad

5.20 Earnest Money Deposit

Bidder/SIs are required to pay EMD online payable at e-procurement portal and valid for 180 days from the due date of the tender for RFP for **Implementing and Maintenance of AIMFRBAMS in Greater Hyderabad Municipal Corporation** as Earnest Money Deposit(EMD) along with their offer. Offers made without EMD will be rejected. The earnest money deposit shall be non-interest bearing and is refund able to unsuccessful Bidders. The successful Bidder's EMD will be discharged upon the Bidder executing the Contract and furnishing the Security Deposit of 5% of the total work order.

The EMD may be forfeited

- a. If a Bidder withdraws its tender during the period of bid validity
- b. Or in case of a successful Bidder, if the Bidder fails
 - To sign the contract in accordance with terms and conditions;
 - To furnish Bid Security Deposit as specified in terms and conditions

5.21 Bid Submission Documents

- a. The entire proposal shall be strictly as per the format specified in this Invitation for Expression of Interest and any deviation may result in the rejection of the RFP proposal.
- b. The documents to be submitted for **Pre-Qualification** are:
 - i. General Information of the Bidder – **PQForm #1**
 - ii. Financial Turnover – **PQForm #2**
 - iii. Past Experience details– **PQForm #3**
 - iv. Manpower available with relevant Exp.– **PQForm #4**
 - v. Non blacklisting Self Declaration Certificate – **PQForm #5**
 - vi. Bid Security.
- c. The documents to be submitted for **Technical Proposal** are:
 - i. Executive Summary
 - ii. Description of approach, methodology and work plan for the Project – **Form TQ#1**
 - iii. Technical Specification Compliance - **Form TQ#2**

d. The documents to be submitted for **Commercial Proposal** are:

- i. Commercial Proposal submission - **Form C#1**
- ii. Financial Proposal Cost Break-up - **Form C#2**

The technical bid shall be submitted online at <https://eprocurement.telangana.gov.in/> and in case of any discrepancy the bid submitted online will be considered final. The hard copy of the bid is for reference purposes only.

Bidders are requested to note the following:

- All the pages of the bid must be sequentially numbered. The bid documents must contain in the beginning of the document, a list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- The original bid shall be prepared in indelible ink. It shall contain no inter lineation or overwriting, except as necessary to correct errors made by the Bidder itself. Any such corrections must be initialed by the person (or persons) who sign(s) the bids.
- All pages of the bid shall be initialed and stamped by the person (or persons) who sign the bid.
- Failure to submit the bid before the submission deadline specified in the Fact Sheet would cause a bid to be rejected.
- Authority will not accept delivery of bid by fax, e-mail or in person and shall only be through web sites as mentioned in the Fact Sheet.
- Bidder shall submit Power of Attorney or Authorization Letter of the person signing the bid as per section 9.13.
- Bidder shall include the details of solution architecture of the integrated solution in the Technical Bid
- Bidder shall include the COMPLIANCE STATEMENT as a separate section in the Technical Bid.
- Bidder shall include in a separate sheet the ASSUMPTION and DEVIATION on technical specification, Installation and Maintenance etc. as a separate section in the Technical Bid.

Bidder shall include any software required to make their solution fully functional as per requirement

5.22 Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers, the Commissioner, GHMC, may at his discretion, ask some or all Bidder/ SIs for clarification of their offer. The request for such clarifications and the response will necessarily be in writing.

5.23 GHMC right to accept any Bid and to reject any Bid or all Bids

Notwithstanding anything stated herein, GHMC reserves the right to accept full or part of the Bid or reject any Bid, and to cancel/annul the bidding process and reject all Bids at any time before the award of the Contract, without assigning any reason and thereby without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidder of the grounds for GHMC action/decision.

5.24 Modification and Withdrawal of Offers

Modification or Withdrawal of Offers is not permissible after its submission. If the offer is withdrawn before the validity period, the EMD will stand forfeited.

5.25 Conditional offers by the Bidders

Bidder should abide by the terms and conditions specified in the RFP Document. If bidder submit conditional offers it shall be liable for outright rejection.

5.26 Negotiations, Contract Finalisation and Award

GHMC shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked first by the tender evaluation committee on the basis of best value to the Project.

5.27 Award Criteria

GHMC will award the Contract to the bidder whose Bid has been determined to be substantially responsive and has been determined as the Best Value Bid (a proposal which qualifies in all the evaluation stages and proves to be the lowest Financial quote), provided further that the bidder has demonstrated that it is qualified to perform services required for the project satisfactorily. The LOI / work order could be awarded to the bidder.

5.28 Signing of Contract

At the same time as GHMC notifies the Successful bidder that its Bid has been accepted, GHMC shall enter into a contract, incorporating all agreements (to be discussed and agreed based on draft Contract Agreement (Annexure) between GHMC and the Successful bidder. Such agreements shall cover, in detail, aspects/ terms of the Contract.

5.29 Resolution of Disputes:

- a) The User Department and the bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract.
- b) If, after thirty (30) days from the commencement of such informal negotiations, the GHMC and the Bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified here in. These mechanisms

may include, but are not restricted to, conciliation mediated by a third party.

c) The dispute resolution mechanism shall be as follows:

In case of a dispute or difference arising between the User department and the Firm /bidder relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, of India, 1996. The place of resolution of disputes shall at Hyderabad, Telangana State only.

5.30 Performance Bank Guarantee

The successful Bidder shall at his own expense submit unconditional and irrevocable Performance Bank Guarantee (PBG) to the Authority. The PBG shall be from a Nationalized Bank or a Scheduled Bank in the format prescribed in Annexure Section payable on demand at any of the bank branches in , for the due performance and fulfillment of the contract by the bidder.

This Performance Bank Guarantee shall be for an amount equivalent to 10% of total financial bid value (as per the financial bid format of the RFP)

PBG shall be invoked by Authority, in the event the Bidder:

- a. Fails to meet the overall penalty condition as mentioned in RFP or any changes agreed between the parties,
- b. Fails to perform the responsibilities and obligations as set out in the RFP to the complete satisfaction of Authority,
- c. Misrepresents facts/information submitted to Authority.

The performance bank guarantee shall be discharged/returned by Authority upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee.

In the event of the Bidder being unable to service the contract for whatever reason(s), Authority shall have the right to invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of Authority under the contract in the matter, the proceeds of the PBG shall be payable to Authority as compensation for any loss resulting from the bidder's failure to perform/comply its obligations under the contract.

The proceeds of the performance bank guarantee shall be payable to GHMC as compensation for any loss / penalties / liquidated damages resulting from the Bidder/ SIs failure to complete its obligations under the contract for post implementation support.

5.31 No Interest in Performance Guarantee:

No interest shall be paid on the earnest money, security deposit and the amount retained against performance guarantee.

5.32 Term and Extension of Contract

- i) The term of this Contract shall be for a period as indicated in the contract and contract shall come to an end on expiry of such period except when its term is extended by the GHMC.
- ii) The GHMC shall reserve the sole right to grant any extension to the term mentioned above on mutual agreement including fresh negotiations on terms and conditions.
- iii) When the term of contract with the SI expires, the SI is required to conduct a parallel run for one month with any new agency identified.

5.33 Suspension of Work:

The Bidder shall, if ordered in writing by GHMC representative, temporarily suspend the works or any part thereof for such a period and such a time as ordered. The Bidder shall not be entitled to claim compensation for any loss or damage sustained by him by reason of temporary suspension of the Works as aforesaid. An extension of time for completion corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the implementation agency, if request for same is made and that the suspension was not consequent to any default or failure on the part of the implementation agency. In case the suspension of works is not consequent to any default or failure on the part of the implementation agency and lasts for a period of more than 3 months, the Bidder/SI shall have the option to request the GHMC to terminate the Contract with mutual consent.

5.34 Force Majeure

- i) The Bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- ii) For purposes of this clause, “Force Majeure” means an event beyond the control of the Bidder/bidder and not involving the Supplier’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the State Government in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- iii) If a Force Majeure situation arises, the Bidder/bidder shall promptly notify the GHMC in writing of such condition and the cause thereof. Unless otherwise directed by the GHMC in writing, the Bidder/bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

5.35 Terminate the Contract

- i) Retain such amounts from the payment due and payable by the GHMC to the Bidder as may be required to offset any losses caused to the GHMC as a result of such event of default and the Bidder shall compensate the GHMC for any such loss, damages or other costs, incurred by the GHMC in this regard. Nothing herein shall effect the continued obligation of the Bidder / other members of its Team to perform all their obligations and responsibilities under this Contract in an identical manner as were being performed before the occurrence of the default.
- ii) Invoke the Performance Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity, recover such other costs/losses and other amounts from the Bidder may have resulted from such default and pursue such other rights and/or remedies that may be available to the GHMC under law.

5.36 Termination

- i) The GHMC may terminate this contract in whole or in part by giving the Bidder prior and written notice indicating its intention to terminate the Contract under the following circumstances.
- ii) Where it comes to the GHMC attention that the Bidder (or the implementation agency's Team) is in a position of actual conflict of interest with the interests of User Dept. in relation to any of terms of the implementation agency's bid, the tender or this Contract
- iii) Where the Bidder ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever including inter alia the filing of any bankruptcy proceedings against the implementation agency, any failure by the Bidder to pay any of its dues to its creditors, the institution of any winding up proceedings against the Bidder or the happening of any such events that are adverse to the commercial viability of the implementation agency. In the event of the happening of any events of the above nature, User Dept shall reserve the right to take any steps as are necessary to ensure the effective transition of the project to a successor implementation agency/Bidder, and to ensure business continuity.
- iv) Termination for Default: GHMC may at any time terminate the Contract by giving 30 days written notice to the implementation agency without compensation to the implementation agency in the event of default on the part of the Bidder which may include failure on the part of the Bidder to respect any of its commitments with regard to any part of its obligations under its bid, the tender or under this contract.
- v) GHMC may at any time terminate the Contract by giving 30 days written notice to the implementation agency without compensation to the implementation agency in the event of changes in the technology, and on any other unviable conditions.

5.37 Termination for Insolvency

The GHMC may at any time terminate the contract by giving 30 days written notice to the Bidder/bidder if the Bidder/bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder/bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the GHMC.

5.38 Termination for Convenience

- i) The GHMC may at any time by giving 30 days written notice to the Bidder/bidder, terminate the Contract, in whole or in part, for its convenience. The notice of termination shall specify that termination is for the GHMC convenience, the extent to which performance of the Bidder/bidder under the Contract is terminated, and the date upon which such termination becomes effective.
- ii) The entire software infrastructure procured & used for the project will be taken over by the GHMC from the date of service termination & any delay in handing over these equipment's will not be acceptable & will be viewed severely for appropriate action.
- iii) The client may in the following events after giving a prior notice and conducting investigations if required, terminate the contract forfeiting the bid security and any sums due for payment to the Vendor:-
 - If the value of the penalty for different services together exceeds 10% of the contract amount for 1 year.
 - If the Bidder becomes Bankrupt or financially insolvent during currency of the contract.

- If it is found that the bidder has been convicted for any unlawful activities.
- If it is found that bidder has made gross misconduct or involved in practices injurious to the image and interest of the client or has failed in performing his duties as per contract.

5.39 Liquidated Damages:

If the identified Bidder fails to deliver Services or install any or all of the systems or if any of the services fail to gain Acceptance within the period(s) specified in the Contract, the Client shall, without prejudice to its other remedies under the Contract, deduct from the performance security, as liquidated damages, a sum equivalent to the percentage of the Contract price specified in SCC. Once the maximum is reached, the Client may consider termination of the Contract. If delivered or installed goods and/or Services cannot be put to use without the undelivered goods/Services, the damages will be calculated using the total price of the goods/services that cannot be put to use.

5.40 Application of LD

Liquidated Damages shall be assessed as per the millstones as per schedule, submission of deliverables and its acceptance”.

5.41 Right of Monitoring, Inspection and Periodic Audit

- i) The GHMC reserve the right to inspect and monitor/assess the progress/performance/maintenance of project at any time during the course of the contract.
- ii) The GHMC shall have the right to conduct, either itself or through another Third Party as it may deem fit, an audit to monitor the performance by the Third Party of its obligations/functions in accordance with the standards committed to or required by User dept., and the Bidder undertakes to cooperate with and provide to the GHMC any other agency appointed by GHMC, all documents and other details as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit/assessment would need to be rectified by the Bidder failing which the client may without prejudice to any other rights that it may have issue a notice of default.

5.42 Risk Management

Bidder shall at his own expense adopt suitable Risk Management methodology to mitigate all risks assumed under this RFP. The Bidder shall underwrite all the risk related to its personnel deputed under this project as well as equipment and components and any other belongings or their personnel during the entire period of their engagement in connection with this project and take all essential steps to reduce and mitigate the risk. The GHMC will have no liability on this account.

5.43 Arbitration (As per the State Government rules)

- i) The selected implementing agency shall indemnify state against all third party claims arising out of a court order or arbitration award for infringement of patent, trademark / copy right arising from the use of the supplied services or any part thereof.
- ii) In the event of any dispute or differences arising under these conditions or any special conditions of the contract in connection with this contract, the same shall be referred to Secretary, Information Technology & Communications, and Government of Telangana for final decision and the same shall be binding on all parties.

- iii) Any other terms and conditions, mutually agreed prior to finalization of the order / agreement shall be binding on the selected implementing firm.
- iv) The Selected Bidder, and the GHMC shall make every effort to resolve amicably by direct negotiation any disagreement or dispute arising between them under or in connection with the purchase order. If any dispute shall arise between parties on aspects not covered by this agreement, or the construction or operation thereof, or the rights, duties or liabilities under these except as to any matters the decision of which is specially provided for by the general or the special conditions, such dispute shall be referred to two arbitrators, one to be appointed by each party and the said arbitrators shall appoint an umpire in writing before entering on the reference and the award of the arbitration or umpire, as the case may be, shall be final and binding on both the parties. The arbitrators or the umpire as the case may be, with the consent of parties, may modify the timeframe for making and publishing the award. Such arbitration shall be governed in all respects by the provision of the Indian Arbitration and Conciliation Act, 1996 or later and the rules there under and any statutory modification or re-enactment, thereof. The arbitration proceedings shall be held in Hyderabad, Telangana, India.

5.44 Assignment, subletting and outsourcing

The whole work included in the Tender shall be executed by the identified vendor and the vendor shall not directly or indirectly transfer, assign sublet, the contract or any part thereof or interest therein without the written consent of the GHMC. In the event of doing so, it shall result in termination of contract and forfeiture of Security Deposit.

6 Contract Period & Payment and Service Level Agreements

6.1 Contract Period

The contract period is for period of 2 years including maintenance and warranty from the date of Go-Live of AIMFRBAMS and may be extended for (1) one more year on satisfactory performance. The Identified SI/Bidder shall enter into Contract Agreement with the GHMC as per the LOI/ Work order issued.

6.2 Payment:

6.2.1 Development & Implementation Cost of Mobile and Web Application

- a) 50% of the amount will be paid on Go-live.
- b) 30% on observation of the application after 30 days from Go-live.
- c) 20% on observation of the application after 90 days from Go-live.
- d) The payment will be done on monthly basis to the bidder by the GHMC based on the total registered employees / workers. (Circle/ Zone) covering details such as different Departments with SLA compliances.
- e) The payment shall be based on the rate quoted by the bidder which is inclusive of all the activities as per Scope of work and inclusive of all taxes.
- f) The bidder is expected to move all the registered users from the exiting biometric attendance system to the new Facial AIMFRBAMS initially while all the new registrations will be based on the GHMC requests. The bidder shall be penalized based on the time lines set for Master data integration from existing Aadhaar biometric system to AIMFRBAMS.
- g) The department shall verify the report submitted by the bidder and deduct the money for non-compliances from the monthly amount to be paid to the bidder.
- h) The EMD and the Performance Guarantee amount shall be paid to the bidder after the closure of the project after deducting the non-compliances amount/ dues if any.

6.3 Service Level Agreement

6.3.1 The bidder shall comply with the following Service Level Agreements (SLAs) for Deployment in various Phases :

#	Milestones	Completion Schedule
1	Date of Issue of LoI	T0
2	Creation of Database & Testing	T1 = T0+ 2 weeks
3	Design & Development of Mobile Application (along with customised functionalities) and Testing	T2 = T0+ 3 weeks
4	Deployment of ready-to-operate and fully functional customised Mobile Application in Playstore and iOS with first level training on operations.	T3 = T2+ 2 weeks
5	Design, Development & Deployment of Web Application	T4 = T2 + 1 week

6.3.2 The bidder shall comply with the following Service Level Agreements (SLAs) during the entirety of the Contract period:

The bidder shall comply with the following Service Level Agreements (SLAs) during the entirety of the Contract period:

- a) A technical team to measure and monitor performance against service levels and manage all escalations, submission of periodical service review report to be issued to any designated officer of the GHMC (preferably during billing).
- b) Functional Support Services shall be provided for the Application procured and implemented by the SI.
- c) Enhancements and defect fixes: The SI shall incorporate technological changes and provide enhancements as per the requests made by the GHMC. The SI shall perform minor changes, bug fixes, error resolutions and minor enhancements that are incidental to proper and complete working of the application. Any change can, however, be done only on approval and acceptance by the GHMC.
- d) Routine functional changes that include user and access management, creating new report formats, and configuration of reports.
- e) The SI shall provide user support in case of technical difficulties in use of the solution, answering procedural questions, providing recovery and backup information, and any other requirement that may be incidental/ancillary to the complete usage of the application.
- f) The SI shall maintain access controls to protect and limit access to all the End users of the GHMC.
- g) The services shall include administrative support for user enrollment, creating and maintaining user profiles, granting user access and authorisation, providing ongoing user password support, and providing administrative support for print, file, directory, and e-mail services.
- h) The SI shall provide Admin controls to a designated officer of the GHMC.
- i) Patch management & Audit.

j) Depending on severity and criticality of field level issues, SLA is as defined below:

Severity Level	Severity Type	Definition
S1	Critical	A technical issue that restricting entire Department or >= 80% of the users of the Department from accessing application. Ex: Non availability of application/Services, Database down etc.
S2	Major	A technical issue restricting important functionality to major users in accessing application.
S3	Moderate	A technical issue restricting functionality to users a particular department/ section in accessing application.
S4	Minor	A technical issue restricting functionality to a typical user group in accessing a feature of application.

k) Service Level Response & Resolution shall be as defined below:

Severity Level	Response Time	Resolution Time	Calculation Window
S1	1 Hour	4 Hours	Monthly
S2	1 Hour	6 Hours	
S3 & S4	4 Hours	12 Hours	

6.4 Penalties:

6.4.1 Implementation Phase

Service	Specification	Time Frame
Deployment, Training and Commissioning	The ready-to-operate and fully functional customised Mobile Application have to be deployed in PlayStore & iOS and conduct of first level training sessions on operations in mobile device.	Refer 6.3.1 above

- a) If deployment and commissioning is not carried as per the SLA, then 1% of monthly fee is treated as penalty for every additional day after the 5th week. If even after the 10th week, the installation and commissioning is not complete, the contracting authority reserves the right to cancel the contract with the bidder and award it to the bidder next in the order of merit.
- b) The bidder shall be penalized based on the time lines set for deployment of the AIMFRBAMS with respect to Master data integration from existing Aadhaar based Biometric Attendance system.

S. No	Description	Service Level	Penalty
1	Compliance with Implementation Schedule	For every week of delay in getting acceptance certificate, beyond the implementation schedule	1% of monthly billed value for the Users created.
		For delay of 5 weeks or more, beyond the implementation schedule	5% of monthly billed value per week or Liability for contract termination

6.4.2 Maintenance Phase

S. No	Description	Service Level	Penalty
1	Monthly online availability of the User as per the report generated from the central server.	Minimum 20 days in a month	No Penalty
		Less than 20 days but 98% or more unique transactions.	No Penalty

S. No	Description	Service Level	Penalty
		Less than 20 days and less than 98% of unique transactions and complaint lodged by Field User and not redressed within SLA (6.3.2.k).	5% of monthly bill pertains to the Field User to be paid for that month.

- a) Penalties will be levied for software related issues only. The application uptime shall be based on the overall performance of the application software, system software, where the uptime represents the percentage of time the system remains operational. The uptime shall be calculated on basis of $\text{Total uptime in minutes} \times 100 / \text{Total minutes of operations in a month}$.

Measurement Interval	Reporting Period	Target	Penalty
Daily	Monthly	$\geq 99.5\%$	Nil
		$\geq 98.7\%$ but $< 99.5\%$	0.5% of Quarterly billed value under Support & Maintenance
		$\geq 97\%$ but $< 98.7\%$	1.0% of Quarterly billed value under Support & Maintenance
		$\geq 95\%$ but $< 97\%$	5.0 % of Quarterly billed value under Support & Maintenance
		$< 95\%$	5.0% of Quarterly billed value under Support & Maintenance

- b) The Penalty would be deducted from the next payment being made to the Successful bidder, however, the aggregate penalties that may be levied in a quarter towards the aforesaid managed services shall be limited to maximum of 10% of bill payable quarterly towards these services.

ANNEXURE

Bid Letter Form

From:
(Registered name and address of the bidder.)

To:
The Managing Director,
Telangana State Technology Services (TSTS),
1st Floor, BRKR Bhavan
Hyderabad-Pin-500063

Sir,

1. Having examined the bidding documents and amendments there on, we the undersigned, offer to provide services/execute the works in conformity with the terms and conditions of the bidding document and amendments there on, for the following project in response to your tender call dated.....
Project title:
2. We undertake to provide services/execute the above project or its part assigned to us in conformity with the said bidding documents for an estimated sum of Rs..... (Total bid amount in words and figures) which may vary in accordance with the schedule of prices attached herewith and coverage options made by TSTS or its user organization.

If our bid is accepted, we undertake to;

1. Provide services/ execute the work according to the time schedule specified in the bid document,
2. Obtain the performance guarantee of a bank in accordance with bid requirements for the due performance of the contract, and
3. Agree to abide by the bid conditions, including pre-bid meeting minutes if any, which remain binding upon us during the entire bid validity period and bid may be accepted any time before the expiration of that period.

We understand that you are not bound to accept the lowest or any bid you may receive, nor to give any reason for the rejection of any bid and that you will not defray any expenses incurred by us in bidding.

Place:
Date:

Bidder's signature
and seal.

Bid Security (Earnest Money Deposit)

To,

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<Email id>

Whereas <<Name of the bidder>> (hereinafter called 'the bidder') has submitted the bid for Submission of RFP <<RFP Number>> dated <<Date>> for <<Name of the assignment>> (hereinafter called "the Bid") to <<Authority>>.

Know all Men by these presents that we <<... >> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the <<Authority>> (hereinafter called "the Authority") in the sum of Indian Rupees<<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said Authority, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this<<Date>>.

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Authority during the period of validity of bid
 - (a) Withdraws his participation from the bid during the period of validity of bid document; or
 - (b) Fails or refuses to participate in the subsequent Tender process after having been short listed;

We undertake to pay to the Authority up to the above amount upon receipt of its first written demand, without the Authority having to substantiate its demand, provided that in its demand the Authority will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

Implementing and Maintenance of Mobile based Facial Recognition Biometric Attendance Management
Application in GHMC

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

I. Our liability under this Bank Guarantee shall not exceed Indian Rupees<<Amount in figures>>(Rupees

<<Amount in words>> only)

II. This Bank Guarantee shall be valid up to <<*insert date*>>)

III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

Place:

Date:

**Signature of the Bank Official
with seal**

Performance Bank Guarantee

Ref: _____

Bank Guarantee No. _____ Date _____

<Name>

<Designation>

<Address

>

<Phone Nos>

<Fax

Nos.>

<Email

id>

Whereas, <<name of the supplier and address>> (hereinafter called “the Bidder”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <<name of the assignment>>to(hereinafter called “the Authority”)

And whereas it has been stipulated by in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <Name of Bank> a banking company incorporated and having its head/registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of Indian Rupees<Insert Value> (Rupees <Insert Value in Words> only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Indian Rupees<Insert Value> (Rupees <Insert Value in Words> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<Insert

Date>>>) Not withstanding anything

contained herein:

I. Our liability under this bank guarantee shall not exceed Indian Rupees<Insert Value> (Rupees <Insert Value in Words>only).

II. This bank guarantee shall be valid up to <Insert Expiry Date>)

III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <Insert Expiry Date>) failing which our liability under the guarantee will automatically cease.

Date _____

Place _____

Witness

Signature _____

Printed
name _____

**Signature of the Bank Official
with seal**

Check List for Technical Qualification

Compliance/ Agreed/ Enclosed/ Deviation Statement

The following are the particulars of compliance/deviations from the requirements of the tender specifications.

Bid document reference	Remarks
Scope of Work	
PQ Form #1	
PQ Form #2	
PQ Form #3	
PQ Form #4	
PQ Form #5	
PQ Form #6	
TQ Form #1	
TQ Form #2	
C Form #1	
C Form #2	
Project Period & Implementation Schedule	
General Conditions	
SLAs/ Penalties	

The specifications and conditions furnished in the bidding document shall prevail over those of any other document forming a part of our bid, except only to the extent of deviations furnished in this statement.

Place:
Date:

Bidder's signature
and seal

NOTE: For every item appropriate remarks should be indicated like 'no deviation', 'agreed', 'enclosed' etc. as the case may be.

APPENDIX I

Pre-Qualification (PQ) Proposal submission forms

Implementation and Maintenance of Artificial Intelligence driven Mobile based Facial Recognition Biometric Attendance Management System in GHMC.

Name of the Bidder:

Name of the Project:

Form #1 General Information(On Bidder's Letter Head)

Sl. No	Description		Supporting Documents with page nos.
1	Name of the Company/ Firm	:	
2	Date of Incorporation (Registration Number & Registering Authority) VAT No., CST No., PAN No.		
3	Legal Status of the Company in India & Nature of Business in India		Public Ltd Company/ Private/ Partnership firm
4	Address of the Registered Office in India	:	
5	Date of Commencement of Business		
6	Name & e-mail id, phone number, fax of the Contact Person	:	Phone: Fax: Email
7	Web-Site	:	
8	EMD details	:	Amount: DD No. & Date Name of the Bank: Valid up to :
9	Certification details as per PQ condition (valid documents to be submitted)		
10	Proof of purchase of bid document	:	Receipt No: Date of purchase:

Place:

Date :

Bidder's signature
and seal.

Implementation and Maintenance of Artificial Intelligence driven Mobile based Facial Recognition Biometric Attendance Management System in GHMC.

Name of the Bidder:

Name of the Project:

Form #2 TurnoverDetails

(All values in Rs. Crore)

Financial Information of Bidder					
Sno	Financial Year	Turnover of the firm in		Total Profit after Tax	Net Worth of Company
		Total Turnover of the firm	Turnover from IT/ITES/Biometric/ Facial Recognition attendance management		
	(1)	(2)	(3)	(4)	(5)
1	FY. 2020-21				
2	FY.2021-22				
3	FY.2022-23				

Note:

1. Turnover in areas other than mentioned above shall not be considered for evaluation.
2. Please attach audited Balance Sheets and IT return statements to confirming the figures mentioned in columns (2).
3. Bidder should submit any of the Audited balance sheet / Profit & Loss statement / certificates from CFO of the Company duly audited by the Chartered Accountant and certified by the Company Secretary for all the above stated three financial years.

Place:

Date:

Bidder's signature
and seal.

Name of the Bidder:

Name of the Project:

Form #3 Self-certificate for Project execution experience (On Bidder's Letter Head)

This is to certify that <Name of the Bidder> has been awarded with < Name of the Project > as detailed under:

Description of Item	Supporting Document with page number
Name of the Project	
Client's name, Contact No. and Complete Address	
Contract Value of the Project	
Current status of the project (Completed/ Ongoing)	
Activities completed by bidding entity as on bid submission date	
Date of Start of Work	
Date of Completion of Work	
Description of Work	
Service Provider should submit any of the following: i. PO / Work order ii. Work completion certificates / Performance Certificate from client dept. duly signed by the authorized signatory from the Client end. iii. Work satisfactory certificate from the client dept.	
Enclosures submitted: Yes / No	

Note:

- 1. Please submit supporting documents to support the claim and the certificates must be signed by Senior Executive/ Deputy GM of the organization clearly indicating his/her name, designation and contact details such as Telephone Number, Fax number, email-id etc.*
- 2. Please attach certificate from the client for the successful completion & implementation of project.*

Place:

Date:

Bidder's signature
and seal.

Implementation and Maintenance of Artificial Intelligence driven Mobile based Facial Recognition Biometric Attendance Management System in GHMC.

Name of the Bidder:

Name of the Project:

Form #4 – Proposed Manpower deployment (On Bidder's Letter Head)

Sl. No	Resource Level	Responsibility/ Area of expertise	Brief Description of Education Qualification & Certifications	No. of Resources deployed at the proposed level	Experience with Service Provider

Note: *The Service Provider should submit Self-Certification by the authorised signatory.*

Place:

Date:

Bidder Signature
and seal.

Name of the Bidder:

Name of the Project:

Form #5 Declaration of Non-Blacklisting (On Bidder's Letter Head)

To:

The Commissioner

Greater Hyderabad Municipal Corporation,

Beside BRKR Bhavan,

Tankbund, Hyderabad-63

Subject: Self Declaration of not been blacklisted in response to the **RFP Artificial Intelligence driven Mobile based Facial Recognition Biometric Attendance Management System in Greater Hyderabad Municipal Corporation.**

Reference: RFP Notice.: 02 /J1/IT/GHMC/2023-24.Dt. 22-02-2024

Dear Sir,

We confirm that our company or firm, _____, is currently not blacklisted in any manner whatsoever by any of the State or UT or PSU and or Central Government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as on <last date of bid submission>.

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Name of the Bidder:

Name of the Project:

Form #6 No Deviation Certificate (On Bidder's Letter Head)

This is to certify that our offer is exactly in line with your tender enquiry/RFP (including amendments) no. _____ dated _____. This is to expressly certify that our offer contains no deviation with respect to Authority requirements, Scope of Work, Functional Requirements Specification, Hardware Specification and Technical Requirements Specification.

Name In the capacity of

Signed

Seal

APPENDIX II

Technical Proposal Submission Forms

Name of the Bidder:

Name of the Project:

TQ Form #1 - Understanding of the Project& Implementation Methodology

A Brief technical proposal by the bidder on Project Scope, Understanding of the project, technologies proposed covering the following and other issues related to project:

The technical proposal should address the following at the minimum:

- 1) Project Plan.
- 2) Technology design and identification of functional requirements of the solution
- 3) Detailed Architecture of Solution
- 4) Overall Implementation Approach
- 5) Product Features
- 6) Governance structure
- 7) Security Protocols
- 8) Operations & Management Approach
- 9) Training & Capacity Building Plan
- 10) Manpower deployment plan.
- 11) Key staff for technical support
- 12) IT Infrastructure Requirements (Bidder to be propose the required IT Infra for the project)

Place:

Date:

Bidder's Signature
with Seal

Implementation and Maintenance of Artificial Intelligence driven Mobile based Facial Recognition Biometric Attendance Management System in GHMC.

Name of the Bidder:

Name of the Project:

TQ Form #2 Technical Compliance sheet for Mobile Application

(To be submitted along with Technical proposal)

S. No	Parameters	Minimum required Configuration
1	Micro Processor	1 GHz or more.
2	Operating System	Compatible in all Android, iOS or Windows versions including latest versions.
2	RAM (GB)	1 GB RAM or higher
	Storage (GB)	8GB Storage or higher
3	Camera	Front facing - \geq to 2 MP Rear facing - \geq to 8 MP
4	Enrolment time/ User	Within 120 seconds
5	Attendance time/ User	Within 10 seconds

Place:

Date:

Bidder's Signature
with Seal

APPENDIX III

Commercial Proposal Submission Forms

C Form #1

Commercial Proposal Submission Form

[Location, Date]

To: [Addressed to the Commissioner, GHMC]

Dear Sirs:

We, the undersigned, offer to provide the for [Insert title of Assignment] in accordance with your Request for Proposal dated [Insert Date], and our Technical Proposal.

Our attached Financial Proposal is for the sum of [***Insert amount(s) in words and figures***].

This amount is inclusive of the Domestic taxes such as ----- (***Indicate the amounts against each***).
We hereby confirm that the financial proposal is unconditional and we acknowledge that any condition attached to financial proposal shall result in reject of our financial proposal.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Implementation and Maintenance of Artificial Intelligence driven Mobile based Facial Recognition Biometric Attendance Management System in GHMC.

Name of the Bidder:

Name of the Project:

C Form #2
Commercial Form

(This is for understanding purpose only and rate should be quoted in e-procurement platform)

Table A: Quote for Artificial Intelligence driven Mobile based Facial Recognition Biometric Attendance Management System

S. no.	Item	Amount (In INR)
1	Development & Implementation Cost of Customised Mobile and Web Application	
2	Transaction Charges including Maintenance for 01 (one) individual per day. (Transaction charge shall be considered @ one or more transactions/ individual per day)	
Total in Rs. (GST Exempted)		

Note:

1. Unit rate and price shall be quoted by the bidder in Indian rupees in figure & words.
2. The rate quoted should be inclusive of all charges.
3. GST is exempted for GHMC Pure services as per the Notification No. 12/2017 Dt: 28.06.2017- Central Tax (Rate) GAZZETE OF INDIA, EXTRAORDINARY, PART II, SECTION 3, SUB-SECTION (i) of the Ministry of Finance Government of India, subject to clarification from GST authorities, if any. Interested bidder should quote Exempting GST and future claims for GST amount would not be entertained.

Implementation and Maintenance of Artificial Intelligence driven Mobile based Facial Recognition Biometric Attendance Management System in GHMC.

Name of the Bidder:

Name of the Project:

Breakup Cost

Table B:

S. no.	Item	Amount (In INR)
1	Development & Implementation Cost of Customised Mobile and Web Application	
2	Transaction Charges including Maintenance for 01 (one) individual per day. (Transaction charge shall be considered @ one or more transactions/ individual per day)	
Total in Rs. (GST Exempted)		

1. **Note:** GST is exempted for GHMC Pure services as per the Notification No. 12/2017 Dt: 28.06.2017- Central Tax (Rate) GAZZETE OF INDIA, EXTRAORDINARY, PART II, SECTION 3, SUB-SECTION (i) of the Ministry of Finance Government of India, subject to clarification from GST authorities, if any. Interested bidder should quote Exempting GST and future claims for GST amount would not be entertained.

Place:

Date:

Bidder's Signature
with Seal

- End of the Document -