

**VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY, ODISHA, BURLA**

Po. Engineering College, Burla, Dist. Sambalpur, Odisha, India, PIN: 768018  
Phone: 0663-2430211, FAX: 0663-2430204, Website: [www.vssut.ac.in](http://www.vssut.ac.in)



**Quotation for Comprehensive Annual Maintenance Contract (CAMC) for  
Biometric Attendance Management System of VSSUT, Burla.**

Quotation Call Notice No. VSSUT/CIF/ **26** /2019

Date: 28/02/2019

Submitted by

M/s.....  
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<b>Last Date and Time of Submission of Quotations by Registered/Speed Post Only</b>	<b>:</b>	<b>14.03.2019 : 5.00 PM</b>
<b>Cost of Quotation Documents</b>	<b>:</b>	<b>₹200/- (Rupees Five Hundred Only)</b>
<b>Earnest Money Deposit (EMD)</b>	<b>:</b>	<b>₹5,000/- (Rupees Ten Thousand Only)</b>
<b>Date &amp; Time of Opening of Technical bid</b>	<b>:</b>	<b>15.03.2019 : 3.00 PM</b>
<b>Date &amp; Time of Opening of Price bid</b>	<b>:</b>	<b>To be notified later through website</b>

**REGISTRAR**  
V.S.S. University of Technology  
Burla, Sambalpur, Odisha-768018



**VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY:  
BURLA**

P.O: Engineering College Burla (Siddhi Vihar), Dist: Sambalpur  
Odisha- 768018, India

E-mail: [registrar@vssut.ac.in](mailto:registrar@vssut.ac.in), Ph:(0663)2430573,Fax-2430592

Advt.No./ VSSUT/CIF/ **26** /2019

Date: 28/02/2019

**QUOTATION CALL NOTICE**

Sealed Quotation Documents are invited by the undersigned from intending reputed, registered and experienced firms for Comprehensive Annual Maintenance Contract (CAMC) for Biometric Attendance Management System of VSSUT, Burla. The last date of submission of Quotation is 14.03.2019, 5.00 PM. The Quotations shall be opened on 15.03.2019 at 3.00 PM. In the Office of the undersigned. For details visit University website [www.vssut.ac.in](http://www.vssut.ac.in).

*Leab*  
-28.02.19

**REGISTRAR**  
**REGISTRAR**

V.S.S. University of Technology  
Burla, Sambalpur, Odisha-768018

Memo No. VSSUT/VSSUT/CIF/ **(5)** **27**/2019

Dated: 28 / 02 / 2019

Copy to:

1. University Notice Board.
2. Dean (Faculty & Planning) with a request to display the advertisement on the University website.
3. The Comptroller of Finance, VSSUT, Burla for Information.
4. PA to Vice Chancellor for favour of kind information of Hon'ble Vice-Chancellor.
5. PA to Registrar for information vide the approval of Vice Chancellor.

*Leab*  
-28.02.19

**REGISTRAR**

**REGISTRAR**  
V.S.S. University of Technology  
Burla, Sambalpur, Odisha-768018

*[Handwritten signature]*

## General Guidelines for Submission of Tender

1. The bidder shall furnish an unconditional acceptance of all the terms and conditions of this Quotation call document. The quotation without such certificate shall be liable for rejection. No correspondence will be entertained from the bidder on this subject.
2. The person signing the quotation document or other documents shall indicate his full name below his signature in all pages.
3. Eligibility: The bidder should verify its eligibility criteria as mentioned below before submitting the quotation and enclose the required documents in the sequence listed below, to avoid rejection or disqualification of your quotation. The bidder should meet the following criteria.
  - i. The bidder should be OEM/leading-firm/company for providing such services.
  - ii. The bidder must have wide experience in the field of providing solutions for applications relating to biometrics & smart cards in Govt. organization /public sector. The documentary evidence shall be provided by the firm in support of their experience.
  - iii. The bidder shall have sufficient experience to execute such services preferably in a University or an educational organization.
  - iv. The bidder should be a registered firm in India, having CST/GST/PAN/TIN/Service Tax etc.
  - v. The bidder shall have service base located at Sambalpur or Bhubaneswar in Odisha.
4. The bidder has to submit the cost of quotation documents for an amount of **Rs.200/- (Rupees Two Hundred Only) (Non-refundable) and EMD for amount of Rs.5,000.00 (Rupees Five Thousands Only)** in the shape of Demand Draft in favour of "**VSSUT, Burla**" Payable at **SBI, Burla** or **Syndicate Bank**, Payable at Burla, Odisha.
5. This quotation documents must reach to "**The Registrar, Veer Surendra Sai University of Technology, Burla, Sambalpur-768018 (Odisha)**" by the last date of submission under a sealed cover by registered/speed post only. The quotations received after the due date & time is liable to be rejected. Quotation by FAX/e-mail will not be entertained.
6. This quotation documents must be filled in completely and signed by the authorized signatory of the bidder on all the pages as acceptance of all the guidelines, terms and conditions laid in this quotation document. (This document should be printed on both side of the A4 size paper sheet).





7. The quotations shall be opened in the presence of all bidder or their authorized representatives on due date and time. The bidder's representatives shall carry the letter of authorization and are required to sign an attendance sheet. Only one representative for any bidder shall be permitted to attend the quotation opening.
8. Any additional information you wish to provide may be attached separately.
9. The quotation should contain the following documents.
  - i. This quotation document signed on each page by the authorized signatory of the bidder.
  - ii. Self-attested copy of PAN, GST registration and service tax etc., issued by appropriate government authority for the required services with seal of the quotation.
  - iii. Bank draft (Non-refundable) towards the cost of quotation documents and EMD (Refundable) in favor of the "VSSUT, Burla" Payable at SBI, Burla or Syndicate Bank, Payable at Burla
  - iv. List of user Clients and documents related to experience of the bidder along with address and contact no.
  - v. A technical capability document describing the relevant facilities and services available with them.
  - vi. Any other documents in support of the eligibility of the bidder.
  - vii. Quoted Price in the prescribed Form in Annexure-D for the AMC of Biometric Attendance Management System as per technical specification and scope of work.
  - viii. The information Sheet in Annexure B and Undertaking by the bidder in Annexure C must be submitted
10. The quotation is liable to be cancelled, and the EMD shall be forfeited to the COF, VSSUT, Burla, in the event of any failure to comply with any of the clauses of the terms and conditions of this quotation call document or in the event of bidder withdrawing his offer before/ after finalization of this selection process. Bid without the required EMD amount will be summarily rejected.
11. The University reserves the right to reject any or all the quotations without assigning any reason and the decision of the university shall be final & binding.
12. The University reserves the right to call the bidders and to conduct negotiations, if necessary and has the right to select more than one bidder for one or more items at its discretion.





13. The element of applicable taxes is required to be shown separately and distinctly.
14. The University is not responsible for delay, loss or non-receipt of quotation documents sent by the post.
15. The authority reserves the right to select more than one bidder for one or more items at its discretion.
16. Any deviation in terms and conditions shall not be entertained. If it is necessary to change any of the terms and conditions of the contract during the contract execution process, it should be agreed upon by both the parties.
17. The University reserves the right to order all or part or none of the items and/or services given in this schedule. The University also reserves the right to order additional services based on the rates finalized as a result of this quotation.
18. Any dispute arising out of the deal shall be subjected to the jurisdiction of the court at Sambalpur within the State of Odisha.
19. The University reserves the right to add/delete/change any of the terms and conditions stipulated in this quotation call document.
20. The University may reject the bid even if it is accepted but the successful bidder fails to execute any of the terms and conditions mentioned herein.



**Scope of work and Commercial terms & conditions for Comprehensive Annual Maintenance Contract (CAMC) of Biometric Security Devices and Biometric Attendance Management Software.**

A. Technical & Other Service Requirements:

1. List of Biometric Time Attendance System Units and other peripherals under the scope of CAMC including Biometric Attendance Management Software to integrate all the devices and automated through a Central Server to be accessed and maintained centrally are given at **Annexure A**.
2. The aim of CAMC is to get the specified services smoothly from the existing Hardware and Software under Network.
3. CAMC will include functioning of all the installed hardware and other accessories installed during the operation of the contract.
4. The Bidder will physically inspect all the hardware to be covered under CAMC and submit detailed hardware configuration report of each equipment before taking charge and commencement of CAMC. At the end of CAMC, the bidder shall hand over complete hardware in good condition and shall have to replace all the parts that have not been properly maintained, which any other party undertaking to do the maintenance thereafter would insist on replacement before they can take over the machines for CAMC.
5. Machine down time should not be more than 24 hours from the time of report of fault. In case of failure and if however it takes longer time fully functional standby / replacement should be given. This would include the attached peripherals also.
6. Bidder shall depute a technically qualified engineer to attend maintenance call full time at our site for all working days and if required on holidays also.
7. Engineers can be replaced either on the request of this office or due to unavoidable reasons like resignation, long leave, etc. in the middle of the contract period and in that case suitable replacement acceptable to this office must be provided as approved immediately.
8. In case any engineer wants to avail leave of short duration, he must inform in advance to this office and the Bidder. Engineer or attendant can only be relieved for that period after getting suitable replacement from the Bidder.
9. No person below the age of 18 years shall be deputed to this office.






- 10 The bidder shall indemnify and keep the University harmless of all claims arising under or by reason of this contract, if such claims resulting from the fault and /or negligence or willful acts or omission of the Bidder or his employees deputed to the University.
- 11 Bidder shall visit this office at least once in two months to discuss the problems and their immediate rectification.
- 12 Frequently required spare parts for the security devices must be kept at premises of this office for replacement of the components of the faulty equipment so that within two hours, the unit be made functional.
- 13 Spare parts supplied by bidder in lieu of irreparable components should be brand new/original/equivalent/advanced make and from reputed manufacturers for giving satisfactory performance. Used/repaired spare parts will not be accepted.
- 14 If systems/subsystems are required to be taken out of office for repairing, then a stand-by system/subsystem of the similar configuration and quality acceptable to this office will be provided on returnable basis. Bidder will be responsible for transportation and delivery of systems/subsystems. Such hardware under repair, should be returned, repaired upto the satisfaction of user /Competent Authority within a period of maximum ten (10) days.
- 15 Bidder should provide the following type of services
  - Preventive maintenance
  - Corrective maintenance
  - Software services for system operations
  - Assistance in H/w & S/w Upgradation
  - Monthly cleaning of hardware using standard isopropyle alcohol.
- 16 Monthly preventive maintenance shall also to be carried out in addition to attending the specific complaints. A comprehensive report to this effect would be submitted by the bidder to Competent Authority of the University. This effect shall also be entered in the log book of each M/c. Monthly schedule for PM may be decided in consultation with Competent Authority of the University.
17. During Preventive Maintenance (PM), vendor will make suitable use of trouble shooting software packages to reconfirm the hardware configuration / health of each equipment, cleaning of peripherals, enter the result in respective log books and submit a report to Competent Authority of the University. Any discrepancy noticed should be brought immediately to the notice of Competent Authority of the University and user.



18. Software support with reference to installation of Windows, Word processing software, Spreadsheet software, Database software, DTP software, Presentation software, MS Office, antivirus, etc. must be provided in case of any problems reported by user. The engineer shall also provide assistance to users in installing the various packages, and in taking proper backup copies of the same wherever recommended /required.
19. To keep the PCs in use for the Biometric Attendance Management Software virus free, the Bidder will update every 7 days anti-virus software provided on various machines.
20. The user will maintain the system as per the guidelines given by the bidder. Proper instructions to operate the system/software will be given by the firm, if required to the user.

**The terms and conditions (Commercial) are as follows:**

1. Bidder shall not subcontract the hardware maintenance jobs to any outside agency including their franchisee
2. The contract shall be for a period of **one year** from which the contract is signed. It may be extended further One year depending upon the performance and service quality of the Firm.
3. The contract can be terminated at any time by giving one-month notice to the party in writing at the discretion of this office.
4. For successful Bidder, EMD submitted shall be converted into Security Deposit which shall be refunded to the Bidder on successful completion of the contract.
5. Comprehensive Annual Maintenance Contract (CAMC) would be comprehensive i.e., including cost of new /original spares for proper functioning of all systems and sub-systems. If any part gives repeated problems i.e., 2 repairs in a maximum period of two-month time then it must be replaced immediately by the bidder with an original new one.
6. Payment shall be made quarterly at the end of each quarter on providing satisfactory services certified by the Competent Authority of this office. No advance payment will be made.
7. The number of Biometric Security Devices under CAMC mentioned in list can be increased or decreased at the discretion of this office. The quarterly payment shall





be made for actual number of hardware under contract. The item-wise rate given in the CAMC will be applied to the peripheral added during the period of contract.


8. The bills for CAMC will have to be submitted in duplicate duly pre-receipted along with service reports or month-wise MIS reports which will be maintained by the Bidder. The service reports are to be signed by the designated Officer assigned by the Competent Authority as well as Prof. I/C of the University.
9. All complaints / problems reported should be rectified to users satisfaction by the bidder. The Bidder shall ensure 95% machine and other equipment up time. If necessary specialist/consultant would be called to rectify the problem.

The penalty for not meeting the up time commitment shall be 0.5% of CAMC charges per day that System is down. In the event of such situation, the decision of the competent authority shall be treated as final in this regard.

10. However if the bidder provides a stand-by system/subsystem of the similar configuration and quality acceptable to this office on returnable basis, the penalty for the downtime may be excluded, as decided by the competent authority.
11. If the bidder is not able to rectify the fault within the stipulated period of maximum 3 days it would be open to this office to have the fault rectified through any other source and bidder shall have to bear the expenses so incurred on this account.
13. The penalty/repair charges, if any shall be deducted by this office from the quarterly payment to the Bidder.

**Special Conditions:**

1. During the CAMC period one experienced and qualified Engineer who can deal with handling of sophisticated equipment technically and manually is to be posted from 09:00 hrs to 17:00 hrs on all working days of the University.
2. During the office hours these representatives will not be allowed to attend any outside calls and will report to Competent Authority, which will guide and control his/her/their working.
3. The deputed Engineer(s) should have sound, experience in software and hardware and 3 years' experience of maintenance in CAMC items.
4. Proper and descent response from your call desk should be maintained when our user lunch complain, and if necessary a person be posted for this work also. If



necessary a customized software could be utilized for fault reporting and rectification and a PC could be provided exclusively to the Engineer for this purpose

Any dispute arising out or touching this contract, shall be under the jurisdiction of court of Sambalpur.





**Annexure - A**

S/L	Descriptions	Technical Features	Qty
1.	Epersona Biometric Time Attendance System Unit		06
	USERS	3000 Fingerprints	
	Transaction Storage	1,00,000 Logs	
	Sensor	500 DPI Optical Sensor	
	CPU	32 bit high speed embedded processor	
	Communication	RS232, RS485, TCP/IP, USB-host & Client 2.0 Port`	
	Identification Speed	<= 1 sec	
	FAR	<=0.0001%	
	FRR	<=1%	
	Algorithm	10.0 version	
	Operating Temperature	0 degree cen. To 45 degree cen.	
	Operating Humidity	20% - 80%	
	Power	12 v DC, 400mA	
	Display	3" TFT screen	
	Dimension (L*W*H)	210*157*50 mm	
2.	Biometric Attendance Management Software to integrate all the devices and automated through a Central Server to be accessed and maintained Centrally for administration.		




## Information Sheet of the Firm

S/L	Description	To be filled in by the firm
1.	Name of the Firm.	
2.	Address  Phone No. Cell No. e-Mail	
3.	Contact Person(s)  Phone No. Cell No. Alternate Cell No. e-Mail	
4.	Details of Bank Draft towards the cost of quotation documents  Issuing Bank : Branch Name : Branch Code : DD No. : Date of Issue : Payable at : Validity : Date of Expiry:	
6.	Details of EMD  Issuing Bank : Branch Name : Branch Code : DD No. : Date of Issue : Payable at : Validity : Date of Expiry:	
7.	GST/Service Tax registration details	
8.	Experience Details	
9	Financial Turn Over (Annual) for last three years	

DECLARARION: We hereby certify that the information furnished above is full and correct to the best of our knowledge. We understand that in case any deviation is found in the above statement at any stage, the quotation is liable to be rejected.






UNDERTAKING BY THE BIDDER

To

The Registrar,  
Veer Surendra Sai University of Technology,  
Burla, 768-018.

Subject: Quotation for Comprehensive Annual Maintenance Contract (CAMC) for Biometric Attendance Management System of VSSUT, Burla.

Dear Sir,

Having examined the conditions of this quotation call document I/we, undersigned, offer for Comprehensive Annual Maintenance Contract (CAMC) of Biometric Attendance Management System with necessary Accessories at VSSUT, Burla.

1. I/We undertake to take up the work order within 15 days' time, calculated from the date of issue of your work order.
2. I/We understand that you are not bound to accept the lowest or any quotation, you may receive.
3. I/We enclose all the sheets of this quotation call document duly signed by me on every page, as a token of having studied the specifications pertaining to this site and having accepted the same.
4. Certified that I/We have studied the full contents of the quotation call document and enclosures and agree to quote by the terms and conditions herein. In case of non- observance of any of the conditions mentioned in the quotation form, my/our quotation may be cancelled.

Signature in capacity of

Duly authorized to sign the quotation for and on behalf of

Name and Address of the authorized Signatory

Date:

Place:

Signature

Seal



Annexure D

Price for Comprehensive Annual Maintenance

Name of the Firm \_\_\_\_\_

Address \_\_\_\_\_

Sl. No.	Description	Qty		Rate	Amount
a.	CAMC for Biometric System and Accessories.	06			
1.	1 <sup>st</sup> Year				
2.	Taxes,				
3.	Others, if any				

Grand Total Price (In Words)

\_\_\_\_\_

#No correction on this sheet shall be entertained.

Authorized Signature  
Seal

