



राष्ट्रीय डिजाइन संस्थान
NATIONAL INSTITUTE OF DESIGN

A Statutory Institute under DPIIT
Ministry of Commerce & Industry Government of India
Paldi, Ahmedabad 380 007
Phone: 079-26629 500, 600. Web: www.nid.edu

**Expression of interest for “Supply, Installation, Testing & Commissioning of Biometric & AMC”
at NID Ahmedabad, Gandhinagar, Bengaluru Campuses & Delhi Centre.**

The Institute (NID) invites EOI in sealed cover for Supply, Installation, Testing & Commissioning of Biometric & AMC” at NID Ahmedabad, Gandhinagar, Bengaluru Campuses & Delhi Centre. **AMC period:** Three Years (After expiry of one year warranty period). **Last date of submission of EOI extended upto 30.03.2024.** Details are available on www.nid.edu/tenders. Vendors are requested to submit their proposal to Chief Administrative Officer, NID, Paldi, Ahmedabad 380007, before due date.

1. INTRODUCTION:

The National Institute of Design (NID), Ahmedabad, Gujarat, India, is a statutory premier institution (Government of India declared NID as an Institute of National Importance by NID Act 2014) set up by the Ministry of Commerce & Industry, Government of India, for design education, training, research and consultancy services in various disciplines of design. NID is a grant-in-aid institution under the aegis of the Ministry of Commerce & Industry. It has campuses at Ahmedabad, Gandhinagar & Bengaluru and an office at New Delhi.

2. NOTICE INVITING EoI:

The National Institute of Design (NID), Ahmedabad is desirous of installing Biometric Attendance System at it's campus. Expert agency for the purpose of **Supply, Installation, Testing & Commissioning of Biometric systems and it's AMC at NID**, Ahmedabad, Gandhinagar & Bengaluru Campuses and Delhi office.

Vendors are requested to submit their EoI, to Chief Administrative Officer, NID, Paldi, Ahmedabad. Any modification and/or corrigendum to this Notice will be available on NID website.

In case of any clarification required relating to this tender, the same can be sought from the below mentioned officer of NID.

Mr.Sanjay Pandit, Sr. Administrative Officer, Mo.9428814995, Email: sanjaypandit@nid.edu

C. SCOPE OF WORK:

Primarily the scope of work includes,

- A) supply and installation of approximately Total 7 Nos. biometric attendance devices, with faces detection employee's enrolment, software customization and implementation for maintaining a record of employee's attendance at National Institute of Design, Ahmedabad, Gandhinagar, Bengaluru Campuses & Delhi Office.
- B) Installation at 3 places at Ahmedabad, 2 Places at Gandhinagar, one each at Bengaluru & Delhi.
- C) Maintenance of system for three years.

i. Specification of the software and customization including but not limited to the following:

- a. The attendance software for employees to be in open source / free software; however vendors with proprietary solutions may also apply. The details of the Operating System, database server, web application framework that will be used should be clearly mentioned in the 'Technical Bid'.

Note: All softwares mentioned in the bid which is not free softwares and additional softwares required to run the system along with the anti-viruses needed will be bought, installed and maintained by the supplier for the term of the contract. The campus will only provide the server and network connection.

- b. Support configuration based on multi sections, multi department, multi login with different rights, and Addition and Deletion of employee as per requirement.
- c. Department wise attendance report generation indicating employee's present in specific department.
- d. The web-based user-authenticated interface to be provided for generating at least 4 customized reports portable in excel and PDF as mentioned below as per the requirement of National Institute of Design, Ahmedabad:
- e. Daily/Weekly/Monthly attendance, Late/Early attendance report facility to generate reports.
- f. Back-up of attendance record to be done at least weekly
- g. In case of server crash Re-installation, within 2 hours positively.
 - i. **Specification of the Biometric Attendance Device (07 nos.) including but not limited to the following:**
 - ii. **Hardware Specification (To be specified by vendor)**
 - iii. **System Provided by the Institute i.e. Centralised VMWare with required configuration, Network, USP Power, MS-SQL Express.**

iii. The Comprehensive AMC is on "as is where is basis" will include

- a. Annual maintenance (comprehensive) including repairs and servicing in warranty period.
- b. The charges for annual maintenance the next three years after expiry of warranty to be quoted in the financial bid.**
- c. Scheduled preventive maintenance at least once **every three months**.
- d. Services with on-site support (on call).
- e. New entry/deletion.
- f. Generation of BAS report.
- g. Taking back-up of attendance.
- h. Re-installing software if the server crashes or whenever required.
- i. Keeping a stand-by machine and making it functional in case required.
- j. Re-solving any technical issue for enabling smooth functioning of Biometric Attendance System.
- k. Servicing of the Biometric Attendance System and device.
- l. On-site engineer to be deployed as per the requirement, and this is to be recorded in the service register
- m. Scheduled preventive maintenance once every month of all items which will include cleaning of the equipments, checking individual and complete performance of the equipments of the complete BAS.

- n. Service calls to be attended within 2 hours during working hours Monday to Friday and if required on weekends. Penalty of Rs.1,000/- per hour thereafter all rectifications of fault shall be charged without prejudice to other remedies available at NID.
- o. This will also include the troubleshooting of any network issues arising in the Complete Biometric Attendance System.
- p. The responsibility of backup and retrieval of data during maintenance and service of the equipment will be with the firm.

This will include repairs, replacement of defective components with the new one to ensure trouble free and efficient service of equipment during the contract period. Any problem arising due to hardware defect, software problem will be covered in the maintenance. In case an equipment or part thereof is taken for repair, responsibility of corruption in the back-up data will be borne by the firm. Losses if any will be compensated by the firm.