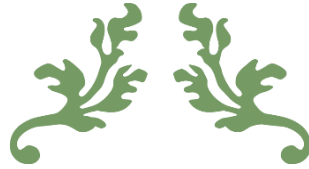


# REQUEST FOR PROPOSAL



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## SELECTION OF SERVICE PROVIDER FOR DEVELOPMENT AND IMPLEMENTATION OF FACE RECOGNITION-BASED ATTENDANCE SYSTEM AT HEALTH INSTITUTIONS UNDER HEALTH & FAMILY WELFARE DEPARTMENT GOVERNMENT OF ODISHA

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RFP REF. No.: OCAC-SEGP-SPD-0015-2021-23062



### ODISHA COMPUTER APPLICATION CENTRE

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**1. Glossary of Terms**

BOQ	Bill of quantity
CERT-In	Indian Computer Emergency Response Team
DHH	District Headquarter Hospital
DNS	Domain name system
E&IT	Electronics and Information Technology
EOI	Expression of Interest
FAQ	Frequently Asked Question
FRS	Functional requirement specification
GIGW	Guidelines for Indian Government Websites
GuDApps	Guidelines for Development of e Governance Applications
IA	Implementing Agency
IEEE	Institute of Electrical and Electronics Engineers
L1	Least cost
MCH	Medical College and Hospital
MIS	Management Information System
OCAC	Odisha Computer Application Centre
OSDC	Odisha State data Centre
PO	Purchase Order
QA	Quality Assurance
RDBMS	Relational Database Management System
RFP	Request For Proposal
RWD	Responsive Web Design
SDH	Sub-Division Headquarter Hospital
SFTP	Secure File Transfer Protocol
SMS	Short Message Services
SP	Service Provider / Solution Provider
SRS	Software requirement Specification Document
SSL	Secure Socket Layer
SSO	Single Sign-on
TCP	Transmission Control Protocol
TS	Technical Specification
UAT	User Acceptance Testing
URS	User Requirement Specification

## 2. Fact Sheet

Sl. #	Item	Description
1	Project Title	Selection of Service Provider for Development and Implementation of Contactless Face Recognition Attendance System for Department of Health & Family Welfare Government of Odisha
2	Name of Purchaser	Odisha Computer Application Centre
3	Contact Person, Address and Email	General Manager (Admin) Plot No. N-1/7-D, Acharya Vihar, RRL Post Office, Bhubaneswar, Odisha – 751013, gm_ocac@ocac.in
4	Date of Publication	11/08/2023 (www.enivida.odisha.gov.in, www.ocac.in & www.odisha.gov.in)
5	Selection Method	Tenders for this contract will be assessed in accordance with Least Cost Selection (LCS i.e. L1) system. Financial bid of those bidders who qualify in General-cum-Technical Bid shall be opened. <b>Joint Venture or Sub-Contracting or Consortium is not allowed.</b>
6	Last date for submission of queries by Bidders	19/08/2023 by 11.00 AM
7	Opening of Prequalification & Technical Proposals	19/08/2023 at 11.30 AM
8	Technical Presentation	19.08.2023 at 3 PM onwards
12	Opening of Commercial Bids	To be notified later
13	Bid Validity Period	180 Days
14	Project Term	36 Months
15	RFP Document Fees	₹ 11,200 including 12% GST
16	EMD	₹ 30,00,000/- (exemption for Local MSME/Startup Odisha registered firm)

### **3. Background**

#### **2.1. About the Project**

The biometric (Contactless Face Recognition) attendance system is a technology-driven solution that enables organizations to accurately track and manage employee attendance using facial recognition algorithms. The system will offer real-time attendance tracking using live Camera feeds and integrates seamlessly with the existing Network infrastructure of the organization. It will also offer two-level user access, with employee and admin roles, providing different levels of control and functionality.

Face recognition attendance system can be used to improve security, streamline attendance tracking and reduce administrative workload. They can also be integrated with other systems such as payroll and HR software, duty sheet application to provide a complete management solution.

#### **2.2. About the Department**

The Department of Health and Family Welfare, operating under the Government of Odisha, holds an indispensable role in supervising and enhancing the healthcare services and well-being of Odisha's citizens, India. Its unwavering commitment to delivering comprehensive and high-quality healthcare is exemplary. Focused on raising health awareness, preventing diseases, and ensuring efficient medical treatment across the state, the department works tirelessly to serve its people. Its noble mission to make healthcare accessible to all is evident through the implementation of various health programs, initiatives, and policies that cater to the diverse healthcare needs of the population. By fostering collaboration with healthcare professionals, institutions, and stakeholders, the Department of Health and Family Welfare plays a pivotal role in advancing public health, family welfare, and medical infrastructure in Odisha, with the ultimate goal of elevating the overall health standards and enriching the quality of life for all residents.

#### **2.3. Objective**

In the current scenario, the physical attendance sheets are used by the hospital to manually enter the in-time of the employees as per the shift timings, which is then further updated to an excel sheet for tracking of employee attendance. Thus, resulting in a very time consuming and hectic process.

To overcome the problems in the existing attendance system OCAC envisages to develop a Biometric based face recognition attendance system over simple attendance system. The



RFP For Implementation of Face Recognition based attendance System at Govt. Health Institutions proposed system shall be a “Contactless Face Recognition Attendance System” which uses the basic idea of image processing which is used in many security applications.

The proposed solution must have following functionalities:

1. Real-Time Attendance Tracking
2. Contactless and safe
3. Attendance of multiple persons at a time
4. Duty sheet based attendance (attendance shall be taken based on duty sheet. i.e. attendance of the person will not recorded if the person visits hospital beyond the duty period)
5. Two- Level User Access
6. Use-Friendly Interface
7. High Accuracy and Reliability
8. Detailed Attendance Reports
9. Mobile App for Employee Recognition

#### **4. Instructions to the Bidders**

##### **4.1. General**

1. While every effort has been made to provide comprehensive and accurate background information, requirements and specifications, Bidders must form their own conclusions about the solution needed to meet requirements. Also, bidders may wish to consult their own legal advisers in relation to this RFP.
2. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by OCAC on the basis of this RFP.
3. 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 OCAC. Any notification of preferred Bidder status by OCAC shall not give rise to any enforceable rights by the Bidder. OCAC may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of OCAC.
4. This RFP supersedes and replaces any previous public documentation and communications, and Bidders should place no reliance and dependence on such communications.

##### **4.2. Compliant Proposals and Completeness of Response**

1. 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.

2. Failure to comply with the requirements set out in this RFP may render the Proposal noncompliant and the Proposal may be rejected. Bidders must:
  - i) Include all documentation specified in this RFP;
  - ii) Follow the format of this RFP 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;

#### **4.3. Code of Integrity**

No official of a procuring entity or a bidder shall act in contravention of the codes which includes:

1. Prohibition of:
  - a. making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
  - b. Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided.
  - c. any collusion, bid rigging or anticompetitive behavior that may impair the transparency, fairness and the progress of the procurement process.
  - d. improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
  - e. any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract; which can affect the decision of the procuring entity directly or indirectly.
  - f. any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
  - g. obstruction of any investigation or auditing of a procurement process.
  - h. making false declaration or providing false information for participation in a tender process or to secure a contract;
2. Disclosure of conflict of interest.
3. Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub-clause (a) with any entity in any country during the last three years or of being debarred by any other procuring entity.

In case of any reported violations, the procuring entity, after giving a reasonable opportunity of being heard, concludes that a bidder or prospective bidder, as the case may be, has contravened the code of integrity, may take appropriate measures.

#### **4.4. Consortium/ Joint Venture**

Consortium/ Joint Venture is not allowed for this bid.

#### **4.5. Tenure of Contract**

1. The Contract shall be in force for **Three (3) years** subject to adherence to timelines/time frame and as per the Terms and Conditions of the Contract.
2. The contract shall be given subject to compliance by the service provider of all the extant laws of the land, including renewal of registration of its license under Contract labor Act etc. and other applicable laws.
3. **Termination of the contract:** Notwithstanding the allocation of work during the Contract period and/or tenure of Contract, OCAC, without prejudice or liability, reserves the right to terminate the contract.

#### **4.6. Key Requirements of the Bid**

##### **4.7.1. Right to Terminate the Process**

1. OCAC may terminate the RFP process at any time and without assigning any reason. OCAC makes no commitments, express or implied, that this process will result in a business transaction with anyone.
2. This RFP does not constitute an offer by OCAC. The bidder's participation in this process may result OCAC selecting the bidder to engage towards execution of the contract.

##### **4.7.2. RFP Document Fees**

1. RFP document can be downloaded from [www.enivida.odisha.gov.in](http://www.enivida.odisha.gov.in), [www.ocac.in](http://www.ocac.in) & [www.odisha.gov.in](http://www.odisha.gov.in). The bidders are required to pay the document Fee of ₹11,200/- (including GST 12%) electronically through e-Nivida portal.
2. Proposals received without or with inadequate RFP Document fees shall be rejected.

##### **4.7.3. Earnest Money Deposit (EMD)**

1. An EMD of the value @ ₹30,00,000/- must be paid electronically through e-Nivida portal or in form of Bank Guarantee.
2. Firms having local MSME/Startup Odisha certification are exempted from submission of EMD.
3. Bid not accompanied by EMD shall be rejected as non- responsive.
4. No interest shall be payable by the Purchaser for the sum deposited as Earnest Money Deposit.

5. The EMD of the unsuccessful bidders would be returned within 30 days of signing of the contract.

#### **4.7.4. Forfeiture of EMD**

The EMD shall be forfeited by the Purchaser in the following events:

1. If Bid is withdrawn during the validity period or any extension agreed by the Bidder thereof.
2. If the Bid is varied or modified in a manner not acceptable to the Purchaser after opening of Bid during the validity period or any extension thereof.
3. If the Bidder tries to influence the evaluation process.
4. If the Bidder/s selected as SI chose to withdraw the Bid before the finalization process.
5. If the successful bidder fails to sign the contract or the performance guarantee is not submitted within the time specified

#### **4.7.5. Proposal Preparation Costs**

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by OCAC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

OCAC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

#### **4.7.6. Language**

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

#### **4.7.7. Submission of Proposals**

##### **4.7.7.1. General Instruction to Bidders**

1. The bidders should submit their responses as follows:
  - a. Response to Pre-Qualification Criterion
  - b. Technical Proposal
  - c. Financial Proposal

2. The Response to Pre-Qualification criterion, Technical Proposal and Financial Proposal (as mentioned in previous paragraph) should be submitted through online mode in e-Nivida Portal.
3. Please Note that Prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal but should only be indicated in the financial proposal.
4. The proposal/ bid shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initiated by the person (or persons) who sign(s) the proposals.
5. In case of any discrepancy observed by OCAC in the contents of the uploaded bid documents due to improper scanning or not in readable format or verification of authenticity of the scanned documents, OCAC may ask the bidder for resubmission of such documents.

#### **4.7.7.2. Instruction to Bidders for Online Bid Submission**

e-Nivida is a complete process of e-Tendering, from publishing of tenders online, inviting online bids, evaluation and award of contract using the system. The instructions given below are meant to assist the bidders in registering on e-Nivida Portal and submitting their bid online on the portal.

More information useful for submitting online bids on the e-Nivida Portal may be obtained at: <https://enivida.odisha.gov.in>.

#### **4.7.7.3. Guidelines for Registration**

1. Bidders are required to enrol themselves on the eNivida Portal <https://enivida.odisha.gov.in> or click on the link "Bidder Enrolment" available on the home page by paying Registration Fees of ₹2,950/- inclusive of Applicable GST.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/ nCode/ eMudhra etc.), with their profile.
5. Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.

7. The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.
8. After completion of registration payment, bidders need to send their acknowledgement copy on our help desk mail id: odishaenivida@gmail.com for activation of the account.

#### **4.7.7.4. Searching for Tender Documents**

1. There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.
2. Once the bidders have selected the tenders they are interested in, then they can pay the Tender fee and processing fee (NOT REFUNDABLE) by net-banking / Debit / Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fee tenders will be moved to the respective 'requested' Tab. This would enable the e-tender Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

#### **4.7.7.5. Preparation of Bids**

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Colour option which helps in reducing size of the scanned document.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GST, Annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Documents" available to them to upload such documents.
5. These documents may be directly submitted from the "My Documents" area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process. Already uploaded documents in this section will be displayed. Click "New" to upload new documents.

#### **4.7.7.6. Submission of Bids**

1. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by Department.
3. Bidder has to select the payment option as per the tender document to pay the tender fee / Tender Processing fee & EMD as applicable and enter details of the instrument.
4. In case of BG bidder should prepare the BG as per the instructions specified in the tender document. The BG in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of BG amount in original by the said time, the uploaded bid will be summarily rejected.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the yellow Coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
6. The server time (which is displayed on the bidders' dashboard of eNivida Platform) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. The uploaded bid documents become readable only after the tender opening by the authorized bid openers.
8. Upon the successful and timely submission of bid click "Complete" (i.e. after Clicking "Submit" in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
9. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

#### **4.7.7.7. Clarifications on using e-Nivida Portal**

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support. Please feel free to contact e-Nivida Helpdesk (as given below) for any query related to e-tendering.

3. Phone No.: 011-49606060/ Nos. available at [www.enivida.odisha.gov.in](http://www.enivida.odisha.gov.in)

Mail id: [odishaenivida@gmail.com](mailto:odishaenivida@gmail.com)

#### **4.7.8. Late Bids**

1. Bidder needs to submit the bids in electronic mode only, hence the date & time of submission of bids will be in sync with the date & time of the server of the e-Nivida portal. Bidder need to plan well in advance to submit the bids in due time.
2. The bids submitted physically or by telex/ telegram/ fax/ e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
3. OCAC shall not be responsible for non-submission/delay in submission of bids due to any technical glitches in the eNivida portal. It is the responsibility of the bidder to ensure submission of bid much prior to the deadline and report the issues (If any) in the help desk for resolution, so as to avoid last minute rush.
4. OCAC reserves the right to modify and amend any of the above-stipulated condition / criterion depending upon project priorities vis-à-vis urgent commitments.

#### **4.7.9. Evaluation Process**

1. OCAC will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders
2. The Proposal Evaluation Committee constituted by OCAC shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection of the bid.
3. The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
4. The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required.
5. The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
6. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

#### **4.7.10. Tender Opening**

The Proposals submitted up to 19/08/2023 by 11.00 AM will be opened on 19/08/2023 at 11.30 AM electronically by Proposal Evaluation Committee.



#### **4.7.11. Tender Validity**

The offer submitted by the bidders should be valid for minimum period of 180 days from the date of submission of Tender. However, validity of the price bid of selected bidder will be for entire contract period as mentioned in the RFP and the extension period, if any.

#### **4.7.12. Tender Evaluation**

1. Initial Bid scrutiny will be held and incomplete details as given below will be treated as nonresponsive if Proposals:
  - a. are not submitted as specified in the RFP document.
  - b. are found with suppression of details.
  - c. with incomplete information, subjective, conditional offers and partial offers submitted.
  - d. submitted without the documents requested in the checklist.
  - e. with lesser validity period.
2. All responsive Bids will be considered for further processing as below:

OCAC will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

### **5. Criteria for Evaluation**

Tenders for this contract will be assessed in accordance with Least Cost Selection (LCS i.e. L1) system.

All bids will primarily be evaluated based on Prequalification Criteria. The Proposal Evaluation Committee will carry out a detailed evaluation of the proposals, only those who qualify all Prequalification criteria, in order to determine whether the technical aspects are in accordance with the requirements set forth in the RFP Documents. To reach such a determination, the Proposal Evaluation Committee will examine and compare the technical aspect of the proposals based on information provided by the bidder, taking into account the following factors:

1. Overall completeness and compliance with the requirement
2. Proposed solution, work-plan and methodology to demonstrate that the bidder will achieve the performance standards within the time frame described in RFP documents
3. Any other relevant factors, if any, listed in RFP document or the OCAC deems necessary or prudent to take into consideration

To facilitate the technical proposal evaluation, the Pre-qualification criteria and Technical

criteria laid down along with the assigned weights have been presented in subsequent sections. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Technical Bids of only the successful pre-qualifiers will be opened for evaluation and bidders securing more than 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids or Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence disqualified from being considered for financial evaluation.

### 5.1. Pre-Qualification Criteria (General)

Only competent agencies meeting the respective pre-qualification requirement stated hereunder shall be prequalified for the project. **Consortium / Joint Venture is not allowed.**

Sl #	Basic Requirement	Specific Requirement	Documents required
1.	Legal Entity	1. The bidder must be a Company registered under the Companies Act, 1956/2013 or Partnership Act 1952 or Limited Liability Partnership Act 2008.  2. The bidder must have been in operation for a period of at least 2 (two) years as on 31st March 2023.	<ul style="list-style-type: none"> <li>• Copy of Certificate of Incorporation/ Registration.</li> <li>• Any documentary evidence against operation for last 2 years such as work order etc.</li> </ul>
2.	Sales Turnover	Average Sales Turnover from IT operations and services must be ₹30 Crores in last three financial years ending at 31st March 2023.  (This clause is exempted for Local MSME/Starup Odisha registered firms)	<ul style="list-style-type: none"> <li>• Copy of audited Profit &amp; Loss Statement</li> <li>• Turnover certificate from CA</li> </ul> (For FY 2022-23, the bidder may furnish the provisional balance sheet)
3.	Net worth	The net worth of the bidder in the last three financial years, ending on 31st March 2023 should be positive.  (This clause is exempted for Local MSME/Starup Odisha registered firms)	<ul style="list-style-type: none"> <li>• Certificate from the statutory auditor / Chartered Accountant.</li> </ul>
4.	Certification	The bidder must possess a valid ISO 27001 Certification.	<ul style="list-style-type: none"> <li>• Copy of certificate</li> </ul>
5.	Technical Capability	The bidder must have successfully completed at least following numbers of e-Governance projects for any Government Department / Government Agency / PSU in India during last 5 years as on 31st March 2023 and value specified below. <ul style="list-style-type: none"> <li>• 1 project not less than 12 Cr <b>(OR)</b></li> </ul>	<ul style="list-style-type: none"> <li>• Copy of the work order/completion certificate as documentary proof.</li> </ul>

SI #	Basic Requirement	Specific Requirement	Documents required
		<ul style="list-style-type: none"> <li>• 2 projects not less than 9 Cr each <b>(OR)</b></li> <li>• 3 projects not less than 6 Cr each <b>(OR)</b></li> </ul> <p><b>For Local MSME/Starup Odisha registered firms:</b></p> <ul style="list-style-type: none"> <li>• 1 project not less than 5 Cr <b>(OR)</b></li> <li>• 2 projects not less than 4 Cr each <b>(OR)</b></li> <li>• 3 projects not less than 3 Cr each <b>(OR)</b></li> </ul>	
6.	EMD & Document Fee	Bidder shall pay the following: <ul style="list-style-type: none"> <li>• RFP Document Fee</li> <li>• EMD</li> </ul> (Submission of EMD is exempted for Local MSME/Starup Odisha registered firms)	<ul style="list-style-type: none"> <li>• Document fee: ₹11,200/- (Incl. GST) to be paid through e-Nivida Portal.</li> <li>• EMD of ₹30,00,000/-</li> </ul>
7.	Blacklisting	Responding Firm/ Company must not under declaration of ineligibility for corrupt or fraudulent practices and must not be blacklisted/debarred by any State Govt./ Central Govt., for any reason, at the time of bid submission.	<ul style="list-style-type: none"> <li>• Self-declaration.</li> </ul>
8.	Existence in Odisha	The bidder should have a Development Centre operational in Odisha with at least 30 software development professionals under its payroll.	<ul style="list-style-type: none"> <li>• Trade License/leased agreement/ any other documentary evidence</li> <li>• Certificate from HR</li> </ul>
9.	OEM Authorization	The bidder must attach Manufactures Authorization certificate specific to this tender & Back-to-back support letter from OEMs for providing Comprehensive support and services of the OEM's product covered under the RFP. <b>(MAF is required only for Servers)</b>	<ul style="list-style-type: none"> <li>• OEM MAF &amp; Back-to-back support letter.</li> </ul>

## 5.2. Submission of Manufacturer's Authorization Form

Bidder must submit the duly signed MAF at the time of bid submission in the Pre-qualification Proposal. The MAF (Bid Specific) should be submitted in OEM's letter head mentioning required details. MAF is required only Servers.

## 5.3. Technical Evaluation Criteria

The bidder must make technical presentation on the proposed solution before the proposal evaluation committee . The presentation should include following aspects:

SL#	Aspect	Marks
1	Understanding on the scope of work:	15

	<ul style="list-style-type: none"> <li>• Duty Sheet of a Government Hospital</li> <li>• Mobile app on attendance system</li> </ul>	
2	Technological challenges in implementing a face recognition system and proposed technology for mitigation of the same	20
3	System Architecture for deployment of solution including robustness and syncing with central server	10
4	Methodology to be adopted for implementation of solution in a short time span (let's say 1 month)	5
<b>Total</b>		<b>50</b>

**The bidder must secure more than 70% mark in technical evaluation in order to qualify for the commercial bid. Commercial bids of only the successful technical qualifiers will be opened for evaluation.**

#### **5.4. Evaluation of Commercial Bids**

1. The Commercial Bids of technically qualified bidders (i.e. Bidders with more than 70 marks in Technical Evaluation) will be opened on the prescribed date in the presence of bidder representatives.
2. Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered.
3. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
4. Any conditional bid would be rejected.
5. Commercial bids whose value is less than 20% of the average bid price will be disqualified (the average price shall be computed by adding all commercial bid values of the technically qualified bidders' and dividing the same by number of qualified bidders).
6. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail. If the bidder does not accept the correction of error, its bid will be rejected".
7. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
8. In the event that there are 2 or more bidders having the same value in commercial bid, the bidder securing highest technical score will be adjudicated as "Best responsive bid" for award of the Project.

9. The bidder with lowest qualifying financial bid will be awarded considered as L1 bid and all others also declared as L2, L3....
10. In case, any bidder at L1, L2, L3, L4..... is unable to work at the discovered rate, the option shall be passed to the next bidder, till one more successful bidder emerges, offering the service at the discovered rate.

## **6. Appointment of Service Provider**

### **6.1. Award Criteria**

OCAC will award the Contract to the successful bidders whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above.

### **6.2. Right to Accept Any Proposal & Reject Any / All Proposal(s)**

OCAC reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for such action.

### **6.3. Purchaser's Procurement Rights**

Without incurring any liability, whatsoever to the affected bidder or bidders, the Purchaser reserves the right to:

1. Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.
2. Change any of the scheduled dates stated in this tender.
3. Reject proposals that fail to meet the tender requirements.
4. Exclude any of the module(s)
5. Remove any of the items at the time of placement of order.
6. Increase or decrease no. of resources supplied under this project.
7. Should the Purchaser be unsuccessful in negotiating a contract with the selected bidder, the Purchaser will begin contract negotiations with the next best value bidder in order to serve the best interest.
8. Make typographical correction or correct computational errors to proposals
9. Request bidders to clarify their proposal.

### **6.4. Notification of Award**

1. Prior to the expiry of the validity period, OCAC will notify the successful bidders in writing or by fax or email (in shape of issuing Letter of Intent), that its proposal has

been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, OCAC may like to request the bidders to extend the validity period of the bid.

2. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, OCAC will notify each unsuccessful bidder and return their EMD (if any).

#### **6.5. Contract Finalization and Award**

OCAC shall reserve the right to negotiate with the bidder(s). On this basis the contract agreement would be finalized for award & signing.

#### **6.6. Signing of Contract**

After OCAC notifies the successful bidders that its proposal has been accepted, OCAC shall issue purchase order and enter into a contract with the successful bidders taking into account the relevant clauses of RFP, pre-bid clarifications, Corrigenda, the proposal of the bidder in addition to other agreed clauses. Service Agreement (SA) would be signed for entire project period & value

#### **6.7. Performance Guarantee**

1. The selected Bidders shall be required to furnish a Performance Bank Guarantee (value equivalent to 10% of the total cost of Contract) in the form of an unconditional and irrevocable Bank Guarantee from a scheduled commercial bank in India in favor of "Odisha Computer Application Centre", Bhubaneswar. PBG should be valid for 90 days beyond the contract end date.
2. The MSME or Startup Odisha registered firms should furnish PBG as per the latest guideline of Finance Department, Government of Odisha.
3. OCAC will require the selected bidder to provide a Performance Bank Guarantee (PBG), within 15 days from the date of notification of award.
4. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the service during the work order period.
5. In case the selected bidder fails to submit performance guarantee within the time stipulated, OCAC at its discretion may cancel the order placed on the selected bidder and/or initiate action, after giving prior written notice to rectify the same.
6. OCAC shall invoke the PBG in case the selected bidder fails to discharge their contractual obligations during the period or OCAC incurs any damages due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

7. The fee can be paid through electronic mode to the following:

Bank A/c No: 149311100000195
Payee Name: Odisha Computer Application Centre // OCAC Training
Bank Name & Branch: Union Bank of India, Acharya Vihar, Bhubaneswar
Account Type: Savings
IFSC: UBIN0814938

#### **6.8. Failure to Agree with the Terms and Conditions of the RFP**

Failure of the successful bidder to agree with the Terms & Conditions of the RFP and the Proposal submitted by the successful bidder, despite the deviations submitted by the Bidder are adequately considered and mutually agreed, shall constitute sufficient grounds for the annulment of the award, in which event OCAC may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, the OCAC shall invoke the PBG of the most responsive bidder and/or initiate action.

#### **7. Scope of Work**

Scope of work of this project includes software development, testing and QA, training of master trainers, managing database & application services for non-interrupted operation and providing change management & maintenance support service during pilot & rollout of "Contactless Face Recognition Attendance System". This term of reference contains an indicative top-level requirement of envisaged Contactless Face Recognition Attendance System for reference. The software firm is desired to deliver a comprehensive bespoke system as per the signed requirement specification for implementation. Accordingly, the scope of services will encompass the following:

1. Supply of items and installation of these items as per BoQ at identified locations.
2. Preparation of SRS, Detailed Design and other Technical Artifacts
3. Application Development
4. Third party tools and licenses, if any
5. Software Testing
6. User Acceptance Testing
7. Security Audit and Quality Assurance
8. Deployment of requisite resources as per scope mentioned in RFP
9. Implementation of solution at respective health institutes

10. Training
11. Operation & Maintenance Services
12. Change Request Management
13. Software configuration for syncing with central server located at SDC
14. Project Closure

**The hardware items quoted by bidder must comply with the specifications of the hardware items mentioned in RFP. Deviation in hardware specification compliance shall lead to rejection of technical bid.**

### **7.1. Preparation of SRS, Detailed Design and other Technical Artifacts**

The Service Provider shall perform a detailed assessment of the service and solution requirements as per the User Requirement Specification (URS) and Functional Requirement Specification (FRS) provided by the department. Based on the assessment, service provider shall develop & finalize the Detailed Design Document (DDD) and the System Requirement Specifications (SRS). While doing so, it is suggested that the SP should:

1. Consult with Department of Health & Family Welfare and OCAC officials
2. Engage some domain experts during the study
3. Follow standardized template for requirements capturing
4. Maintain traceability matrix from SRS stage for the entire implementation

Besides SRS and DDD, the service provider shall prepare other necessary technical artifacts at each phase of software development life cycle. Version management with release note of all technical artifacts is mandatory. IEEE standard must be followed while preparing these technical documentations.

### **7.2. Application Development**

The service provider shall identify, design and develop components / functionalities that are required to address the application requirements according to approved SRS and DDD. The service provider shall consider following activities:

#### **7.2.1. Development of Contactless Face Recognition Attendance System**

The service provider will be responsible for development of Contactless Face Recognition Attendance System as per top level requirement given in these terms of reference. The software development team should operate from their office premises.

#### **7.2.2. Development of Mobile Apps**



The Contactless Face Recognition Attendance System for Department of Health & Family Welfare, Govt. of Odisha will have a mobile application for field officers where they can update their attendance on daily basis. Once updated, information will be sync to web application and that will be reflected to their concern higher authorities as well.

The mobile application will have the following features:

1. Face Recognition.
2. Face Identification
3. Attendance capture
4. Geo tagged of the attendance location
5. System alert when the person go beyond the geo tagged location during the working hours as per duty sheet after taking the attendance.

### **7.2.3. Web Design Considerations**

The application should be able to support all common browsers (like Internet explorer, Mozilla, Chrome, Safari etc). The Service Provider shall strictly follow Responsive Web Design (RWD) approach for developing user interfaces.

### **7.2.4. Notification Facility**

Proposed application should issue SMS alerts to the respective users for time bound actions and escalation mechanisms for non-attended activities. The service provider will integrate the relevant modules with messaging gateway provided by OCAC for inbound or outbound SMS for different functionalities. The application should also support e-mail and popular messaging app integration.

### **7.3. User Acceptance Testing**

The service provider shall be responsible to deploy the application on staging server and facilitate Project team in department/OCAC to conduct User Acceptance Testing. Selected users from department will carry out the UAT of the developed modules. The service provider will provide necessary training to the selected users for carrying out the UAT. All feedback with respect to functionalities, performance, user experience and reported bugs must be addressed by the service provider concurrently. The department will issue user acceptance certificate to the service provider for further actions.

### **7.4. Security Audit and Quality Assurance**

The service provider shall carry out the following activities relating to Security Audit of application:

1. The service provider needs to ensure that the solution is in compliance with the CERT-In Security Policy and Guidelines.
2. The service provider shall appoint CERT-In empaneled auditor who shall be responsible for performing the Security Audit of the solution.
3. The third-party agency shall conduct audit on minimum below mentioned parameters.
4. The cost of audit & rectification of non-compliances shall be borne by the service provider. As per the quantity mentioned in the commercial bid
5. Coordination with the CERT-In empaneled firm for security audit and obtain the compliance certificate.
6. Carryout security audit before Go-live of application and obtain the safe-to-host certification
7. Carryout the periodic audit (preferably once every 6 months) & certification as and when it is required as per the OSDC policy.

#### **7.5. Deployment and Configuration**

It is the responsibility of the service provider to deploy the developed modules on the staging server for testing by the state level and hospital level users. The service provider should comply with all the feedback reported by the selected users of department. Once the module gets cleared and accepted by selected user groups it should be deployed on training and production environment.

1. The Service Provider's team should submit deployment plan and get it approved by the department/ OCAC.
2. Each deployment should carry a release note for the users.

#### **7.6. Application Rollout**

On successful UAT the application will be rolled out across the state.

#### **7.7. Integration**

The SI shall enable integration with different applications (as specified in the Scope of work in this RFP). The system should support both push and pull of data from systems proposed to be integrated. The SI will have to co-ordinate with the designated nodal agencies for integration. In addition, the solution should be designed in such a way that any future integration does not require any changes to the system.

1. The integrated solution design should include integration framework for integration of both internal and external applications and services
2. The integration framework should use SOA enablement for the underlying applications

Various modules of the application shall be seamlessly integrated with each other to facilitate smooth communication and data flow. Additionally, the application shall support the following integrations:

1. SMS & e-Mail for notifications.
2. WhatsApp.
3. State Dashboard
4. OeHMIS
5. HRMS

The provision of APIs of external/ third party systems shall be the responsibility of the OCAC. Unavailability of external/ third party system APIs shall not affect the execution of project/ overall project timeline.

#### **7.8. Software configuration for syncing with central server located at SDC**

The bidder shall be responsible for syncing the data across over web the location with the central server located at OSDC.

#### **7.9. Other Hardware Infrastructure**

1. The bidder would be responsible for delivery, installation, commissioning, replacement, shifting of all components and sub- components like cables (such as fiber, ethernet etc.), connectors, tools, transceiver, H/w & S/w licenses, accessories, server, UPS, camera, display unit and other components (delivered as a part of the RFP requirement). And the bidder shall be responsible for support services for the above-mentioned components.
2. The implementation of the attendance system shall include installation of the camera setup at strategic locations (preferably 5 locations per DHH & 10 locations per MCH).
3. The installation shall be done preferably using the existing Odisha eHealth Information management System (OeHMIS) infrastructure (LAN/Other related infrastructure) available at the health institute.
4. The minimum infra requirement for a health institute is as mentioned in the Annexure-I(BOQ)
5. **In case of delay of the delivery of the any new hardware component, the bidder shall be responsible for supply/provision of spare hardware's for rollout of the project as per timeline, until the new hardware's are delivered.**
6. **In first phase all DHH and 2 Medical Colleges shall be covered and later on SDH along with other health institutions shall be covered. Hence, bidder shall supply hardware items mentioned in Phase-II later on after getting confirmation from OCAC or OCAC will issue separate PO against the items mentioned in Phase-II.**

7. **Bidder must supply all the hardware items except the quantities mentioned in Phase-II accordingly.**
8. The service provider shall supply, install and commission of above Solutions for OCAC as per Bill of Quantity mentioned in Annexure, complying with the technical specification given in Annexure, along with software licenses, accessories and necessary documents/manuals will be delivered at OCAC.
9. The Bidder shall ensure the safe delivery of the equipment to the designated place (Health institutes) of installation. Any transit insurance, labour, road permits etc., if required for the same, shall be arranged by the Bidder at no extra cost to OCAC.
10. The service provider shall ensure the seamless installation and integration of the offered solution without disturbing the existing equipment's and applications of the health institute. Further the service provider shall ensure that there is no impact on the performance of the existing IT infrastructure / applications.
11. The offered solution should be Robust, Secure and Scalable.
  - a. Testing of the equipment commissioned and ensuring proper functioning at all levels.
  - b. The proposed solution should have the latest technological features and standards.
  - c. The solution should use any advanced technology to safeguard cameras from potential attacks which will be capable of detecting vigorous shakes and impacts, even from angles outside the camera's field of view. This should be linked to some alert system.

#### **7.10. Warranty & Support**

The Bidder should have the Back-to-Back support agreement with OEM, till the completion of the warranty period of 3 years on the entire equipment to ensure the smooth functioning and to achieve the highest uptime on the offered solution.

1. Advanced replacement of hardware.
2. Software updates and upgrades at no cost to OCAC.
3. On-site support from the Bidder/OEM.

#### **7.11. Third party tools**

The bidder is free to use the software available with OSDC/Cloud service like application server, any third-party software, etc. as per the requirement of their proposed solution. If the bidder is adopting and implementing any proprietary software, an adequate license must be procured in the name of OCAC, Govt. of Odisha, and the cost towards the same will be borne by the bidder. The same shall be procured by the Service provider as per the bill of

RFP For Implementation of Face Recognition based attendance System at Govt. Health Institutions quantity mentioned in this RFP and proposed in its technical proposal as well.

## **7.12. Operation and Maintenance**

### **7.10.1. Application Support**

Application support includes, but not limited to, production monitoring, troubleshooting and addressing the functionality, availability and performance issues, implementing the system change requests etc. The Service provider shall keep the application software in good working order; perform changes and upgrades to applications as requested by department. Key activities to be performed by the service provider in the application support phase are as follows:

1. Enhancement of any dashboard report as per the requirement
2. Database query report management on emergency
3. Optimization of the already developed reports
4. User & access management
5. The service provider shall ensure compliance to SLAs as indicated in this RFP and any upgrades / major changes to the software shall be accordingly planned by the service provider ensuring the SLA requirements are met at no additional cost to the department.

### **7.10.2. Software Maintenance**

1. The service provider shall provide support through Telephone / Email as required as per the service window defined in the RFP.
2. The service provider shall address all the errors / bugs / gaps in the functionality in the solution implemented by the service provider (vis-à-vis the FRS and SRS signed off) at no additional cost during the support phase.
3. Any changes/upgrades to the software performed during the support phase shall subject to the comprehensive and integrated testing by the service provider to ensure that the changes implemented in the system meets the specified requirements and doesn't impact any other function of the system.
4. Tuning of products / applications, databases, third party software's and any other components provided as part of the solution software including reconfiguration of the system in the event of any hardware/ network failures/ if any hardware/ network components have to be replaced, shall be the responsibility of the service provider.
5. Issue log for the errors and bugs identified in the solution and any change done in the solution shall be maintained by the service provider and periodically submitted to the department.

### **7.10.3. System and infra Support**

#### **7.10.3.1. Database Administration**

1. Regular monitoring & management of all the applications installed / re-installed and databases hosted as and when it required for the project.
2. Installation & configurations the developed software.
3. Database administration, optimization and trouble Shooting.
4. Database & file back-up as per the policy of OSDC.
5. Application Load balancing and Database Clustering as when required.
6. Perform Database, event & system log analysis.

#### **7.10.3.2. Security Administration**

1. Regular analysis of events and logs generated
2. User ID and group management services

#### **7.10.3.3. Backup and Restore Management**

1. Preparation of backup plan
2. Backup of operating system, database and application as per OSDC policy
3. Monitoring and enhancement of the performance of scheduled backups

#### **7.10.3.4. System/Network Administration**

1. Network configuration
2. Patch update
3. System Administration and Trouble Shooting
4. Application & System Software Administration (including performance tuning)
5. Application and database level performance tuning
6. **The delivery, installation, commissioning, replacement, shifting shall include all components and sub-components like cables (such as fiber, ethernet etc.), connectors, tools, transceiver, H/w & S/w licenses, accessories, server, ups, camera, display unit and other components (delivered as a part of the RFP requirement). And the bidder shall be responsible for support services for the above-mentioned components.**

### **7.13. Change Request Management**

It may be so required to customize the application to accommodate revise guidelines and betterment of the application evolving time and again. Any such customization will be considered as change request.

1. Major enhancement to the existing modules which may affect the application process

& database (To be agreed by technical committee)

2. Development of new Module/Form/Report
3. Any changes in the Workflow/data flow or Core application framework
4. Any new integration with other system
5. System Administration

Change requests from the stakeholders of Contactless Face Recognition Attendance System shall be collected on regular basis. Change requests collected shall be discussed in the technical committee, considered for implementation on priority basis and assigned to the service provider to work upon. The service provider should adapt following procedure to implement assigned change requests into application:

1. To understand change requests and to analyze impact of desired change on existing modules.
2. To prepare effort estimate on the basis of overall-person-days to bring desired changes in the application. The estimate of effort to implement the change requests must be approved by technical committee before the service provider takes it up for implementation.
3. To revise requirement specifications, design document prepared earlier including traceability matrices, test plan, test cases and other related technical artifacts to incorporate desired change.
4. To revise the existing source code in related modules according to the revised design document, conduct test with test cases and recording of test results.
5. To revise all related manuals and preparing release notes.
6. To redeploy upgraded version of application onto the staging, training and production environment.
7. To close change-request-ticket after receiving note of satisfaction from the PMC

#### **7.14. Project Management**

The envisioned project is a multi-disciplinary initiative. An effective Project Management Plan and commitment to adhere to it is a mandatory requirement. The project plan should also include the resource, task and time plan for the entire duration of the project. The service provider shall employ best practices in project management methodology to ensure that the envisioned project components are developed and implemented within the defined time period. A copy of the project management Plan (both soft and hard copy) shall be handed over to the department/OCAC to keep track of the progress of the project.

#### **7.15. Manpower Resources**

Deployment of resource at health institute/State office as per requirement. The indicative

RFP For Implementation of Face Recognition based attendance System at Govt. Health Institutions list is at Annexure-I (BOQ).

The period of deployment may be increased/ decreased based on the user requirement.

Brief roles and responsibilities of support resources are as follows:

1. Overall project coordination
2. Project implementation
3. End user training
4. Basic troubleshooting
5. Server maintenance

**The bidder has to deploy the resources at health institutions for initial period of 3 months. However, support resources at state level shall be for a period of 3 years.**

**The service provider shall be responsible for arrangement of replacement resources incase of absence of regular resource due to any reason.**

**The wages paid to the resources must comply to the minimum wages norm of Govt. of Odisha**

#### **7.16. Project Closure**

The last month of the project is considered as Project Closure period. Department will not assign any new tasks or change request during the project closure period. During the project closure, the service provider shall clear all pending work as follows:

1. To ensure that all the feedback, issues, complaints, change requests received from the users are resolved to the satisfaction of the department/OCAC.
2. To ensure that all technical artifacts delivered meets the quality standard and comply with the feedback of the third-party quality auditor.
3. To ensure that the final version of all the artifacts including source code of the application is handed over to department/OCAC technical team.
4. To ensure proper transfer of knowledge to the department technical team.

#### **7.17. Project Documentation**

The service provider shall share below list of documents to OCAC during the project contract period:

Milestone	Documentation
Preparation of SRS, Detailed Design and other technical artifacts	<ul style="list-style-type: none"><li>– System Requirement Specifications (SRS)</li><li>– Detailed Design Document (DDD)</li></ul>



Testing	<ul style="list-style-type: none"> <li>– Test Plan,</li> <li>– Test Cases,</li> <li>– Test Results,</li> <li>– Defect List,</li> <li>– Traceability Matrices</li> </ul>
Exit Management	<ul style="list-style-type: none"> <li>– Programmed Source Code,</li> <li>– Programmers Manual,</li> <li>– Installation Manual,</li> </ul>

**7.18. Project Timeline:**

Sl#	Activity	Tentative Deliverables	Timeline
1.	System Study	<ul style="list-style-type: none"> <li>– Detailed Team Structure with team members</li> <li>– Point of Contact</li> <li>– FSR/SRS Document</li> </ul>	T+ 1 Week
2.	Infra/ Hardware Commissioning	– delivery, installation, commissioning of all components and sub-components like cables (such as fiber, ethernet etc.), connectors, tools, transceiver, H/w & S/w licenses, accessories, server, UPS, camera, display unit and other components.	T+ 4 Weeks
3.	Resource Deployment	<ol style="list-style-type: none"> <li>1. Resource at Health Institute</li> <li>2. Resource for State PMU</li> <li>3. Resource for State Helpdesk (Monthly Attendance Sheet of resources)</li> </ol>	<ol style="list-style-type: none"> <li>1. T+3 weeks initially for 3 months.</li> <li>2. T+3 weeks for entire project duration.</li> <li>3. T+4 weeks initially for 6 months.</li> </ol>
4.	Development & Implementation	<ul style="list-style-type: none"> <li>– Source Code</li> <li>– Test Plans</li> <li>– Operation Manual</li> <li>– FAQs</li> <li>– Load Testing report</li> <li>– Hosting in staging environment</li> </ul>	T+ 4 Weeks

5.	UAT & Go Live	<ul style="list-style-type: none"> <li>– Preparation Test Cases</li> <li>– UAT certificate</li> <li>– Movement of application from Staging to Production environment</li> <li>– Safe to host certificate issued by Cert-in empaneled firm</li> </ul>	T+ 4 Weeks
6.	Operation & Maintenance	<ul style="list-style-type: none"> <li>– Issue Logs</li> <li>– Quarterly Activities report</li> </ul>	Three years from the date of Go live

### 7.19. Service Level & Penalty

Sl#	Major Area	Parameter	Requirements	Penalty
1.	Customization & Implementation	Major milestone during development and implementation as per project timeline.	As per project timeline	0.1% of the software application cost per day
2.	Hardware Commissioning	Commissioning as per project timeline. (Including provision of spare infra in case of delayed delivery of new infra)	As per project timeline	0.1% of the hardware cost of the respective hardware cost per day
3.	Response time for bug fixing	Time taken (after the request has been informed) to acknowledge problem	Within 24 hours from the time the bug is reported.	Rs. 500/- per hour delay
4.	Resolution Time (Only for Bug fixing)	Time taken by the service provider to fix the problem	Problems with severity within 48 hours from the time of reporting.	Rs. 500/- per hour delay
5.	Replacement/repairing of hardware components	Time taken by the service provider to fix the problem	Within 24 hours from the time of reporting.	Rs. 500/- per hour delay

6.	Deployment of resources	Time taken by the service provider to deploy a resource	As per project timeline	Rs. 1,000/- per day delay
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Maximum penalty shall be capped at 10% of the Project cost excluding GST.

## 7.20. Payment Terms

Sl#	Category	Payment Terms	
1.	Design, Development and Implementation of developed Software	<ul style="list-style-type: none"> <li>– 50% payment of Application development on completion of UAT.</li> <li>– 30% payment of Application development on receipt of security audit certificate and Go-Live Certificate.</li> <li>– Balance 20% of application development will be paid in 4 equal QGRs from the date of Go-Live of the application.</li> </ul>	
2.	Hardware Components	<ul style="list-style-type: none"> <li>– 90% payment after successful commission of new infra.</li> <li>– Balance 10% after 1 months of successful Go-Live of the application.</li> </ul>	
3.	Operation & Maintenance	Application Support Software Maintenance System/ Infra Support	100% cost of this item equally divided into 12 quarters
4.	Security Audit cost	100% payment on submission of Safe-To-Host Certificate	
5.	SSL certificate	100% payment on submission of configuration report	
6.	Manpower cost	Quarterly after receiving MPR (Monthly Performance Report)	
7.	Additional Modules / Change Request	100% payment on Go-Live of the additional modules / change request upon approval	
8.	Application Implementation Cost	100% payment after successful rollout	
9.	Infra Installation Cost	100% payment after successful rollout	

## 8. Functional Requirements

### 8.1. Application Development

The service provider shall consider following activities:

1. Requirement Analysis: Discussions with key stakeholders to understand the specific application requirements.
2. Technology Selection: Evaluated and selected appropriate technologies, including web frameworks, programming languages, and facial recognition libraries.
3. System Architecture Design: Developed a high-level system architecture considering on-premises server setup, web application structure, and integration of facial recognition technology.
4. User Interface (UI) Design: Designed a user-friendly and intuitive UI for the web application, including dashboards for staff registration and duty sheet management.
5. Facial Recognition Integration: Integrated the chosen facial recognition library into the application for face detection and recognition tasks.
6. Staff Registration Dashboard: Implemented a dashboard for admin staff to add new staff members, capture facial data, and manage staff profiles.
7. Duty Sheet Application: Developed an application to specify and update shift timings for staff members.
8. Testing and Quality Assurance: Conducted comprehensive testing, including unit testing, integration testing, and user acceptance testing, addressing identified bugs and issues

## **8.2. Development of Face Recognition system.**

The service provider is tasked with developing a sophisticated Contactless Face Recognition System that can accurately identify and verify individuals based on their facial features. The system shall be integrated to a web application designed for automatic staff attendance tracking in a hospital environment.

The system shall be designed to efficiently process CCTV camera feeds in real-time, detect faces, and compare them against registered staff profiles. The system architecture shall be scalable to handle multiple camera inputs and ensure low-latency responses. To train the facial recognition model, a substantial amount of face data must be collected from the hospital staff. The service provider shall create a staff registration dashboard within the web application, allowing admin staff to add new employees and capture their facial data. Preprocessing techniques are applied to ensure consistency and enhance the quality of the training data.

The service provider shall explore different facial recognition models and select the one that best suits the hospital environment's requirements. The chosen model must then be trained on the preprocessed face data to learn and recognize staff faces effectively.

The service provider must ensure seamless communication between the face recognition

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module and other components of the application. The integration allows the application to analyze the CCTV camera feed in real-time and mark staff attendance when recognized faces are detected.

Upon successful testing and training, the Contactless Face Recognition System must be deployed on the on-premise server within the hospital environment. The service provider must offer post-deployment support, addressing any operational concerns and providing timely updates and maintenance as required.

### **8.3. Development of Hospital Duty Sheet Application**

The Duty Sheet Application is a vital component of the staff attendance tracking system to be developed by the service provider. It shall be designed to enable administrators to efficiently manage and specify the shift timings of hospital staff members.

The Duty Sheet Application provides a user-friendly dashboard where admin staff can access and update staff duty schedules. Administrators can easily add new shifts, modify existing ones, and delete outdated schedules. The application allows for easy customization of shifts to accommodate variations in work hours, holidays, and special events.

Through the Duty Sheet Application, administrators can ensure that all staff members have well-defined and organized work schedules. This helps in streamlining staff operations, ensuring optimal resource allocation, and minimizing attendance-related discrepancies.

The integration of the Duty Sheet Application with the main web application facilitates seamless communication between staff duty schedules and staff attendance records. It ensures that staff attendance is accurately captured based on the specified shift timings, thereby contributing to a comprehensive and efficient staff attendance tracking system in the hospital environment.

### **8.4. Development of a Centralized Dashboard**

The Centralized Dashboard is a crucial component of the staff attendance tracking system, to be developed to provide a comprehensive and unified view of multiple hospital applications. This dashboard must serve as a centralized hub, enabling the central administrator to monitor and manage the applications running in various hospitals from a single location.

Key Features of the Centralized Dashboard:

1. **Multi-Hospital Monitoring:** The Centralized Dashboard shall allow the central administrator to monitor and access data from all the hospitals where the staff

attendance tracking application is deployed. This consolidated view shall provide real-time insights into attendance data across different hospital locations.

2. **High-Level Access:** The dashboard shall grant the central administrator high-level access to each individual hospital's server. This level of access should enable the central administrator to oversee and manage the applications' configurations, settings, and functionalities in each hospital.
3. **Centralized Data Management:** The dashboard shall centralize attendance data from all hospitals, making it easier to analyze and track attendance patterns, trends, and performance metrics. The central administrator should be able to generate reports and analytics across multiple hospitals, helping in decision-making and resource planning.
4. **Remote Configuration:** The centralized access shall enable the central administrator to remotely configure and update settings for individual hospitals. This reduces the need for physical intervention at each hospital and ensures consistency across all instances of the application.
5. **Alerts and Notifications:** The dashboard shall be equipped with alerting mechanisms to notify the central administrator of critical events or anomalies across hospitals. These alerts can be related to application health status, server health, camera streaming etc.
6. **User-Friendly Interface:** The dashboard feature shall have an intuitive and user-friendly interface, making it easy for the central administrator to navigate and perform various actions efficiently.

The Centralized Dashboard shall enhance the efficiency of managing multiple staff attendance tracking applications deployed in various hospitals. It shall empower the central administrator with centralized control, real-time monitoring, and data-driven insights, facilitating seamless administration and decision-making across the hospital network.

### **8.5. Development of Mobile Apps for Individual Face Attendance**

The Development of Mobile Apps for Individual Face Attendance is a critical extension of the staff attendance tracking system, designed to provide a convenient and secure way for individual staff members to mark their attendance using their mobile devices.

Key Features of the Mobile App:

1. **Face Recognition and Validation:** The mobile app shall be equipped with a face recognition module that captures the staff member's face image through the device's camera. The app must then validate the captured face image with the image stored in the database to ensure the person's identity.
2. **Geo-location Data Capture:** The app must also capture the staff member's geo-location data using the device's GPS capabilities. This data must be used for verifying that the

staff member is within the vicinity of the premise when marking their attendance.

3. Location Validation: The geo-location data must cross-verify with the predefined location of the premise to ensure that the staff member is physically present at the designated work location.
4. Secure Database Integration: The mobile app must be integrated with the secure central database that stores the staff's face images and attendance records. This ensures that the attendance data remains centralized and accessible for further analysis and reporting.
5. Real-Time Attendance Marking: After successful face recognition and location validation, the app shall mark the staff member's attendance in real-time, providing immediate confirmation to the user.
6. User-friendly Interface: The mobile app must feature an intuitive and user-friendly interface, making it easy for staff members to navigate and use the attendance marking functionality effortlessly.
7. Data Privacy and Security: The mobile app shall employ robust security measures to protect sensitive facial data and geo-location information. Data encryption and access controls ensure that the staff's personal information remains secure.
8. Push Notifications: The app shall send push notifications to remind staff members to mark their attendance during designated shift timings.
9. The Development of Mobile Apps for Individual Face Attendance shall significantly enhance the staff attendance tracking process, providing staff members with a convenient and reliable way to mark their attendance using their mobile devices. The integration of face recognition, geo-location validation, and secure database access ensures accurate and secure attendance data, contributing to an efficient and streamlined staff attendance management system.

## **8.6. Customization and Deployment of NMS Software**

Server & Network Monitoring must be done using open NMS Software

1. Monitor Server Health including CPU, Memory, Storage, Connectivity etc.
2. Monitor Application Services including Web, Database, applications etc.

## **9. General Conditions of Contract**

### **9.1. Relationship Between the Parties**

Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between the Purchaser and the Service Provider. The Service Provider, subject to this Contract, has complete charge of Personnel performing the Services and shall be fully responsible for the Services performed by them hereunder.

## **9.2. Law Governing Contract**

This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Laws of India in the High Court at Cuttack having jurisdiction. Suits, if any arising out of the contract/agreement shall be filed by either party in a court of Law to which the Jurisdiction of the High Court of Orissa extends.

## **9.3. Fraud and Corruption**

It is the Purchaser's policy to require that the Purchaser as well as SIs observe the highest standard of ethics during the selection and execution of such contracts. In pursuance of this policy, the Purchaser defines, for the purpose of this provision, the terms set forth below as follows:

### **9.3.1. Definitions**

1. "Corrupt practice" means the offering, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in contract execution;
2. "Fraudulent practice" means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract to the Purchaser; and includes collusive practice among bidders, prior to or after bid submission, designed to establish bid prices at artificially high or non- competitive levels and to deprive the Purchaser of the benefits of free and open competition.
3. "Collusive practices" means a scheme or arrangement between two Or more bidders, with or without the knowledge of the Purchaser, designed to establish prices at artificial, non- competitive levels;
4. "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract;

### **9.3.2. Measures to be taken by the Purchaser**

1. The Purchaser may terminate the contract if it determines at any time that representatives of the SI were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of that contract, without the SI having taken timely and appropriate action satisfactory to the Purchaser to remedy the situation;
2. The Purchaser may also sanction against the SI, including declaring the SI ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the SI has, directly or through an agent, engaged in corrupt,



fraudulent, collusive or coercive practices in competing for, or in executing, a Purchaser- financed contract.

#### **9.4. Modifications or Variations**

Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party. For any modification or variation, firstly written consent of the Purchaser is required.

#### **9.5. Force Majeure**

1. For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non- performance or delay in performance, and which makes a Party’s performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.
2. Force Majeure shall not include:
  - a. any event which is caused by the negligence or intentional action of a Party or agents or employees, nor,
  - b. any event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.
  - c. Force Majeure shall not include insufficiency of funds or inability to make any payment required hereunder.

#### **9.6. General Confidentiality**

Except with the prior written consent of the Purchaser, the Service Provider and the Personnel shall not at any time communicate to any person or entity any confidential information acquired, stored and received from OCAC in the course of the Services, nor shall the Service Provider and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.

### **9.7. Audit**

Audit may be carried out by the purchaser, State Govt officials, OCAC officials or its designated representative.

### **9.8. Sub-contracting**

The service provider shall not be permitted to sub-contract any part of its obligations, duties, or responsibilities under this contract. If any System Integrator is found to be subcontracting/sub-letting the awarded work, appropriate legal action will be taken against the System Integrator that may include recommendation for blacklisting of service provider.

### **9.9. Equipment & Materials**

Equipment or materials provided by the service provider and the Personnel and used either for the Project or personal use shall remain the property of the service provider or the Personnel concerned, as applicable. However, equipment or materials bought/provided by the Purchaser for the use of service provider shall remain the property of Purchaser. Upon termination or expiration of this Contract, the SI shall handover the equipment & materials belonging to the Purchaser.

### **9.10. Intellectual Property**

1. The intellectual property rights to all the software, source codes, outputs, deliverables, data, and reports developed during the execution of this Contract shall remain sole property of the Purchaser.
2. Each Party will retain its right, title and interest in its respective trademarks, service marks and trade names as well as rights in respect of any patent, copyright, trade secrets or other intellectual property used during the performance of this Agreement. Both Parties recognize that except as otherwise expressly provided herein or agreed between the Parties, they shall have no right, title, interest or claim over the others" intellectual property.

### **9.11. Settlement of Disputes**

1. The Purchaser and the Selected Agency shall make every effort to resolve amicably by direct informal negotiation on any disagreement or dispute arising between them under or in connection with the Contract.
2. If, after thirty (30) days from the commencement of such informal negotiations, the Purchaser and the Selected Agency have been unable to resolve amicably a Contract dispute, the dispute should be referred to the Chief Executive Officer, OCAC for resolution.

3. If, after thirty (30) days from the commencement of such reference, Chief Executive Officer, OCAC have been unable to resolve amicably a Contract dispute between the Purchaser and the Selected Agency, either party may require that the dispute be referred to the Special Secretary to Govt., E&IT Department, Govt. of Odisha.
4. Any dispute or difference whatsoever arising between the parties (Purchaser and Selected Agency) to the Contract out of or relating to the construction, meaning, scope, operation or effect of the Contract or the validity of the breach thereof, which cannot be resolved through the process specified above, shall be referred to a sole Arbitrator to be appointed by mutual consent of both the parties herein. In the event the parties cannot agree to sole arbitrator, such arbitrator shall be appointed in accordance with the Indian Arbitration and Conciliation Act, 1996. Arbitration proceedings shall be held in High Court at Cuttack and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

#### **9.12. Liquidated Damages**

The LD will be calculated on the basis of the total contract value calculated at the beginning of agreement with each Service Provider as per the SLA mentioned in this RFP. The amount of liquidated damages for services under this Contract shall not exceed the Contract Price. The service provider is liable to the Purchaser for payment of penalty as specified in the SLA.

#### **9.13. Limitation of Liability**

Except in case of gross negligence or willful misconduct:

1. Neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the service provider to pay liquidated damages to the Purchaser; and Confidentiality obligations; and
2. The aggregate liability of the service provider to the Purchaser whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the service provider to indemnify the Purchaser with respect to patent infringement.
3. The Purchaser shall not be liable to the service provider in case of any loss or profits or additional costs incurred etc. subsequent to termination of contract as per section 4.5.3 of GC of this contract.

#### **7.1. Miscellaneous Provisions**

1. Any failure or delay on part of any Party to exercise right or power under this Contract

shall not operate as waiver thereof.

2. The service provider shall notify the Purchaser of any material change in their status, in particular, where such change would impact on performance of obligations under this Contract.
3. The service provider shall at all times indemnify and keep indemnified the Purchaser against all claims/damages etc. for any infringement of any Intellectual Property Rights (IPR) while providing its services under the Project.
4. The service provider shall at all times indemnify and keep indemnified the Purchaser against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its employees or agents or by any other third Party resulting from or by any action, omission or operation conducted by or on behalf of the SI. The total amount of such compensation or damages to be paid under this condition shall not exceed 20% of the estimated tender value of work at the time of signing of the contract.
5. The service provider shall at all times indemnify and keep indemnified the Purchaser against any and all claims by Employees, agent(s), employed engaged or otherwise working for the service provider, in respect of wages, salaries, remuneration, compensation or the like.
6. All claims regarding indemnity shall survive the termination or expiry of the Contract.
7. All materials provided to the Purchaser by bidder are subject to Country and Odisha State public disclosure laws such as RTI etc.
8. The service provider shall not make or permit to be made a public announcement or media release about any aspect of the Contract without a written consent from the Purchaser.

**10. Annexure****11.1. Annexure-1: Indicative Bill of Quantity (BOQ)**

SL#	Item#	Unit	Qty#	Remark#
<b>1</b>	<b>Software Development along with 3rd party integration</b>			
1.1	Face Recognition Attendance System: Development	Lump sum	1	
1.2	Duty Sheet Application: Development	Lump sum	1	
1.3	Mobile Application: Development	Lump sum	1	
1.4	Centralised Dashboard: Development	Lump sum	1	
1.5	Application Implementation	No	34	_32 DHH _2 MCH
<b>2</b>	<b>Operation &amp; Maintenance Cost (For services for SL-1)</b>	Quarterly	12	
<b>3</b>	<b>Cost for deployment of resource</b>			
3.1	Resources (One/Institute) for 34 health institutes: 3 Months	Man-Month	36	_1/DHH _2/MCH
3.2	Resources (Three) for State PMU for 3 Years	Man-Month	108	Total 3 resources for 3 Years
3.3	Resources (Two) for State Helpdesk for 6 Months	Man-Month	12	Total 2 resources for 6 Months
<b>4</b>	<b>Security Audit (From Cert-In Empanelled firm)</b>	No	6	
<b>5</b>	<b>SSL Certificate (EV Green-bar SSL Certificate with 3 Year Validity)</b>	No	1	
<b>6</b>	<b>Hardware Infrastructure Cost with 3 Year Warranty</b>			
6.1	Low end Server	No	76	Phase-I = 42 Nos (1 per DHH+2 per MCH +6 Stanby Server) Phase-II = 33 Nos (1 Per SDH for 30 SDH + 4 Stanby Server)

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6.2	Camera	No	270	Phase-I =180 No. (5 per DHH + 10 per MCH) Phase-II=90 Nos (3 per SDH)
6.3	Display Unit (Smart TV) Minimum 32"	No	270	Phase-I =180 No. (5 per DHH + 10 per MCH) Phase-II=90 Nos (3 per SDH)
6.4	UPS	No	66	Phase-I = 36 Nos (1 per DHH+2 per MCH ) Phase-I = 30 Nos (1 Per SDH for 30 SDH )
6.5	Installation Cost	No	66	Phase-I = 36 Nos (1 per DHH+2 per MCH ) Phase-II = 30 Nos (1 Per SDH for 30 SDH )
<b>7</b>	<b>Other tool</b>			
<b>8</b>	Application Implementation Cost at approximately 120 Health Institute (30 SDH & 89 remaining AMA Hospitals)	No	119	
<b>9</b>	Infra Installation Cost at approximately 120 Health Institute (30 SDH & 90 remaining AMA Hospitals)	No	119	
<b>10</b>	<b>Price Discovery Items</b>			
10.1	Additional Modules / Change Request (including training)	Man-Month	10	
10.4	12 Port PoE Switch	No	30	
<b>Grand-Total</b>				

(Purchase Order of all the items mentioned under Phase-II shall be issued separately. Bidder has to supply the all items immediately except quantities mentioned in Phase-II)

**11.2. Annexure-2: Minimum Technical Specifications of Server**

Sl#	Category	Minimum Requirement	Compliance (Yes/No)	Remarks
01	Form Factor	Tower form factor supports bezel lock		
02	Processor Make	x86 architecture		
03	CPU configuration	1no Intel X86 processor with minimum 8 core or more @2.6GHz, processor should support hyperthreading		
04	Memory	16GB DDR4 with ECC Memory. Max memory can be upgraded upto 128GB		
05	Hard Disk	Minimum 4 HDD slots. 1TB SATA HDD @ minimum 7200 RPM from day1. Server should support for NVMe and SSD drive.		
06	Expansion Slots	Minimum 1 PCIe Gen4 x16 slot and additional 3 PCIe Gen3 x16/x8 slots		
07	USB ports	Minimum 4 x USB 3.0		
08	Certifications & Compliance	Should support Windows, Linux and Ubuntu OS including all industry standard virtualization software		
09	DVD ROM	Should support internal/external DVD-ROM		
10	Networking	2 x 1G BaseT or higher		
11	Management	Dedicated 1Gb management port with advanced IPMI license from server OEM. Security dashboard must be available. Group management of firmware/power/configuration/power-capping. RESTful API.		
12	Power Supply	Power supply to power on with 100% load		
13	Warranty	3/3/3 Support		
14	OEM Criteria	Quoted server OEM should be in the leader quadrant of latest Gartner Magic quadrant of modular server or OEM should be from the top 3 during any two quarters of the preceding 4 quarters in the IDC India ranking.		
15	Country of Origin	The OEM/Product manufactured in a country sharing a land border with India cannot participate in this bid		
16	Other	21.5" OEM monitor, keyboard, and optical mouse		
17	Certifications	IPv6 ready certified, IPMI 2.0, PXE Support, Redfish API, SNMP v3		
18	Management	Offered servers shall have cloud enabled monitoring and analytics engine for proactive management. All required licenses for same shall be included in the offer.		

**11.3. Annexure-3: Minimum Technical Specifications of 1 KVA Online UPS**

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TECHNICAL SPECIFICATION OF 1KVA Online UPS (1Ph Input - 1 Ph Output)				
Sl#	Features	Description	Compliance (Yes/No)	Remarks
1	Make			
2	Model			
3	Capacity (in kVA / kW)	1 kVA/ 800 Watts 1-Phase Input / 1-Phase Output.		
4	Power Factor	0.8 or better		
5	Topology	Online		
6	Output Waveform	Sinewave		
7	Double Conversion Efficiency	90%		
8	Battery Type	Sealed Maintenance Free (SMF) / Valve Regulated Lead Acid (VRLA) type, Flooded / tubular / vented type		
9	Battery charging	Constant Current & Constant Voltage. 12A internal charger, which can charge battery upto 150AH without external charger		
10	Back up time	3-4 hours		
11	Battery recharge time (After complete discharge) to 90% capacity	8-10 hours		
12	Battery count	2 Nos of 12v 65ah		
13	Input Voltage Range (100% load)	160-280V		
14	Input Voltage Range (50% derated)	110-280V		
15	Input Frequency Range	40-70Hz		
16	Input Power Factor	0.99		
17	Input Connection	3-pin 6A		
18	Input Protection	Circuit breaker		
19	Output Voltages	220, 230, 240V (Selectable)		
20	Overload capacity	110% - Infinite,		
		125% - 1 minute,		
		150% - ½ minute,		
		>150% to 175% - 25-line cycles,		
		>175% - 5-line cycles		
21	Output voltage THD	<3% with linear load		
22	Crest Factor	3:01		
24	Output frequency	50/60 Hz +/-3Hz		
25	Output Connection	(4) India 3-pin 6A (Battery Backup)		
26	Operating Temperature range	0 to 40°C with full load support (no derating)		
		0 to 50°C with 80% derating		
27	UPS Network monitoring	SNMP		



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28	UPS Paralleling			
29	Bypass Type	Internal (automatic and manual)		
30	Certification	BIS		
31	EPO	Yes		
32	Battery Reverse Polarity protection	Yes		
33	EMI	CISPR22 Class A		
34	Standards	IEC61000-2-2-edn-2		
		IEC61000-3-12-edn1		
		EN/IEC 61000-4-2		
		EN/IEC 61000-4-3-edn 3, Level 3		
		IEC standard 61000-4-4		
		IEC-61000-4-5		
		IEC61000-4-6		
		EN/IEC 61000-4-8-edn 1		
		IEC62040-3 and IEC61000-4-11		
		IEC61000-4-12		
35	Manufacturer (Emerson/APC/Delta/GE)	QMS: As per ISO 9001: 2008		
		EMS: As per ISO 14001: 2004		
		OSHAS: As per ISO 18001: 2007		

**11.4. Annexure-3: Minimum Technical Specifications of Camera**

Sr#	Feature	Specification	Compliance (Yes/No)	Remarks
1	Image Sensor	1/2.8" 2MP Progressive scan CMOS (0.9071cm)		
2	Minimum Illumination	0.01 Lux @F2.0		
3	Effective Pixels	1920(H) x 1080(V)		
4	Shutter Speed	Auto/Manual, 1/3~1/100000s		
5	White Balance	Auto/natural/street lamp/outdoor/manual/regional custom		
6	Lens	3.6mm (2.8mm Optional)		
7	Lens Type	Fixed		
8	Mount Type	M12		
9	Max. Aperture	F2.0		
10	Iris Type	Fixed aperture		
11	Close Focus Distance	2.8mm- 0.5m ; 3.6mm- 0.8m		
12	DORI Distance	3.6mm– 49.7m (Detect) 19.9m (Observe) 9.9m (Recognize) 5m (Identify) 2.8mm– 38.6m (Detect) 15.4m (Observe) 7.7m (Recognize) 3.9m (Identify)		

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13	Gain Control (AGC)	Auto/Manual		
14	Video Compression	Instastream/H.265/Smart H.264+/H.264/ H.264B/ MJPEG (only supported by the sub stream)		
15	Angle of View	3.6 mm: Horizontal: 84°; Vertical: 45°; Diagonal: 100° 2.8 mm: Horizontal: 102°; Vertical: 54°; Diagonal: 120°		
16	Back Light Compensation	BLC / HLC / DWDR		
17	S/N Ratio	>56dB		
18	Video Streaming	Main Stream: 1920 × 1080 (1 fps–25/30 fps) Sub stream: 704 × 576 (1 fps–25 fps) 704 × 480 (1 fps–30 fps)		
19	Resolution	1080P (1920 × 1080); 1.3M(1280 × 960);720p (1280 × 720); D1 (704 × 576/704 × 480); VGA (640 × 480); CIF (352 × 288/352 × 240)		
20	Mirror	Yes		
21	Motion detection	Off / On (4 area, Rectangle)		
22	Privacy Mask	4 Area		
23	ICR	Auto (ICR)/Color/B/W		
24	ROI	Yes (4 areas)		
25	Noise Reduction	3D-DNR		
26	Video Bit Rate	H.265: 12 Kbps–6400 Kbps H.264: 32 Kbps–6144 Kbps		
27	Bit Rate	CBR/VBR		
28	Protocol	IPv4; IPv6; HTTP; TCP; UDP; ARP; RTP; RTSP; SMTP; FTP; DHCP; DNS; NTP; Multicast; ONVIF (Profile S/Profile T); CGI; InstaOn; Genetec		
29	SDK & API	Yes		
30	Ethernet	RJ-45 (10/100Base-T)		
31	Event Trigger	Network disconnection; IP conflict; illegal access; motion detection; video tampering; safety exception		
32	Image Rotation	0°/90°/180°/270° (Support 90°/270° with 1080p resolution and lower)		
33	User/ Host	6 Users (Total bandwidth: 36 M)		
34	Smart Phone	iPhone, iPad, Android Phone		
35	IR	IR Range of 30 Mtr., Smart IR		
36	Operating Temperature	-40°C~+60°C , Less than 95%RH		
37	Power Source	DC12V,PoE (802.3af)		
38	Weatherproof Standard	IP67		
40	Certificate	<b>CE,FCC,ROHS,UL,BIS</b>		

**11.5. Annexure-5: Minimum Technical Specifications of Display**

SPECIFICATION OF DISPLAY UNIT					
SL #	Component	Sub-Component	Specs	Compliance (Yes/No)	Remark
1	DISPLAY PANEL	SCREEN SIZE	32 Inches		
2		ASPECT RATIO	16:09		
3		RESOLUTION	(1366*768)		
4		DUTY CYCLE	24x7		
5		BRIGHTNESS	350 nits		
6		PANEL TECHNOLOGY	IPS (In Plane Switching)		
7		ORIENTATION	Portrait and Landscape		
8		VIEWING ANGLE	178° : 178°		
9	CONNECTION TERMINAL	RF IN	1*Side		
10		AV IN	1mini*Side		
11		USB INPUT (2.0 SUPPORT)	USB 2.0x1; USB 3.0x1		
12		HDMI INPUT	2*Side		
13		SPDIF OUT	YES, optical		
14		RJ-45	1*Side		
15		USB DEVICE SUPPORT	USB Supported HDD		
16		SUPPORTED FORMATS	PNG/BMP/JPG		
17		PICTURE FORMAT	H.265/H.264/H.263/MPEG1/		
18		VIDEO FORMAT	MPEG2/MPEG4/AV1		
19	AUDIO FORMAT	MPEG1/2/MPEG4/AC3/EAC3/AAC/WMA/FLAC			
20	AUDIO	Audio Output Power (RMS)	10+10W		
21		DOLBY DIGITAL	Yes , HDR 2K		
22		CEC	Yes, function ready		
23		SOUND OUT (ARC)	Yes		
24		DOLBY AUDIO	Yes		
25		HDR10	Yes, HDR10/HLG		
26		BLUETOOTH VER. (TV)	Yes		
27		INTERNET LINK	Yes		
28		WIFI TYPE (STANDARD)	802.11a/b/g/n/ac 2.4G/5G 2T2R, Build-in		
29		DEVICE LINKING SUPPORTED	HDMI-CEC		
30	SOC SPECIFICATIONS	CPU	Cortex-A55 x4,1.3GHz		
31		GPU	Mali G31 MP2, Open GL ES3.2		
32		OS & VERSION INFO	Android TV 'R' - 11.0		
33		MEMORY FLASH	8GB EMMC		
34		RAM	1.5GB, DDR3 2133Mhz		
35		ANDROID FEATURE	Built in Google assistant and Google playstore		
36		AUDIO LINK	Two-Way Bluetooth Audio Link		
37		BOYD FEATURE	Built-in Chromecast		

38		BUILT IN OEM SOFTWARE	Signage Software		
39	ELECTRICAL POWER	Operating voltage	110V-240V~ at 50/60Hz		
40		power Consumption	50W		
41		STD by power consumption	<0.5 W		
42	WARRANTY	OEM WARRANTY	3 Years on site support.		
43	ATC		Wall Mount bracket free		
44	OEM should have registred office in odisha for last 10 years				
45	OEM should have registred service center in odisha				
46	OEM should have 500 Cr Turn Over for last 3 years				
47	Required OEM Authorization				
48	Onsite - Supply , Installation, Testing				

### 11.6. Annexure-6: Minimum Technical Specifications of 12 Port Managed POE Switch

<b>12-Port Manage PoE Switch</b>			
<b>Sl.No</b>	<b>Technical Specifications</b>	<b>Compliance(Yes/No)</b>	<b>Remarks</b>
<b>1</b>	<b>Physical Characteristics and Architecture Requirements</b>		
1.1	The switch should be 1U 19" Rack Mountable, mounting kit should be included		
1.2	The switch should have minimum 2 Port Gigabit (10/100/1000 Mbps) POE+ Switch and 2 x 1G SFP Uplink ports and 2x1G RJ45 port with 139W POE power budget		
1.3	The switch should have dedicated console port		
1.4	Switch should have integrated trusted platform module (TPM) or equivalent for platform integrity to ensure the boot process is from trusted source		
<b>2</b>	<b>Performance Requirements</b>		
2.1	The switch should have minimum 4GB DRAM, 8GB eMMC/Flash Memory		
2.2	The proposed switch should have minimum 32 Gbps switching capacity		
2.3	The switch should have minimum 8,000 MAC Address Table size		
2.4	The switch should support minimum 500 IPv4/v6 routes and 256 IPv4 ACLs and 128 IPv6 ACLs		
<b>3</b>	<b>Layer-2, QoS and Security Features</b>		
3.1	The switch should support Spanning Tree Protocol (STP/RSTP/MSTP),LACP,Voice VLAN		
3.2	The switch should support IEEE 802.1Q VLANs (500 active VLANs) and MVRP or equivalent for automatic learning and dynamic assignment of VLANs		

3.3	The switch should support Strict priority (SP) queuing, Traffic prioritization (IEEE 802.1p) for real-time classification, Class of Service (CoS) sets the IEEE 802.1p priority tag based on IP address, IP Type of Service (ToS), Layer 3 protocol, TCP/UDP port number, source port, and DiffServ		
3.4	The switch should support Access control lists (ACLs) for both IPv4 and IPv6 traffic. IPv6 ACL/QoS supports ACL and QoS for IPv6 network traffic		
3.5	The switch should support concurrent IEEE 802.1X, Web, and MAC authentication schemes per switch port, up to 30 sessions of IEEE 802.1X, Web, and MAC authentications		
3.6	The switch should support Control Plane Policing, STP BPDU port protection, DHCP (snooping) protection, dynamic ARP protection and port security.		
<b>4</b>	<b>Layer-3 Routing and Services Features from day-1</b>		
4.1	The switch should support IPv4 and IPv6 Static Routing		
<b>5</b>	<b>Management Features</b>		
5.1	The switch should support SNMP and Remote monitoring (RMON)		
5.2	The switch should support sFlow or equivalent for traffic analysis. The switch should support Port mirroring		
5.3	The switch should support REST APIs or equivalent		
5.4	The switch should support TACACS+ and RADIUS		
5.5	The switch should have Command Line Interface (CLI) with a hierarchical structure and SSH, Secure FTP/TFTP support		
5.6	The switch should support Network Time Protocol (NTP) or SNTP		
<b>6</b>	<b>Certifications and Industry Recognition</b>		
6.1	The switch should have RoHS compliance		
6.2	The switch should have safety/emissions certifications including UL/CUL 69050, EN 55024, VCCI Class A or equivalent		

**11.7. Annexure-6: Implementation location**

<b>Rollout in Phase-I</b>	
Sl#	Name of Health Institution
<b>A</b>	<b>District Headquarter Hospital (DHH)</b>
1	Anugul
2	Balangir
3	Baleshwar
4	Bargarh
5	Boudh
6	Bhadrak
7	Cuttack
8	Debagarh
9	Dhenkanal
10	Gajapati
11	Ganjam
12	Jagatsinghpur
13	Jajpur
14	Jharsuguda
15	Kalahandi
16	Kandhamal
17	Kendrapara
18	Kendujhar
19	Khordha
20	Koraput
21	Malkangiri
22	Mayurbhanj
23	Nabarangpur
24	Nayagarh
25	Nuapada
26	Puri
27	Rayagada
28	Sambalpur
29	Subarnapur
30	Sundargarh
31	RGH Rourkela
32	Capital Hospital, Bhubaneswar

Sl#	Name of Health Institution
<b>B</b>	<b>Medical College &amp; Hospital (MCH)</b>
1	SCB, Cuttack

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<b>C</b>	<b>Post Graduate Institute (MCH Caregory)</b>
1	AHPGIC, Cuttack

## **11.8. Pre-Qualification Bid Formats**

### **11.7.1. Form 1: Cover Letter**

(To be submitted on the Letter head of Bidder)

To

The General Manager (Admin),  
Odisha Computer Application Centre,  
N-1/7-D, Acharya Vihar  
P.O. RRL, Bhubaneswar - 751013.

**Sub: Selection of Service Provider for “Development and Implementation of Contactless Face Recognition Attendance System”.**

**Ref: RFP REF NO- OCAC-SEGP-SPD-0015-2021-23062**

Madam,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your Request for Proposal No. OCAC-SEGP-SPD-0015-2021-23062. We hereby submit our proposal which includes the pre-qualification proposal, technical proposal and commercial proposal, sealed under separate envelopes. Our proposal will be valid for acceptance up to 180 Days and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

All the information and statements made in our proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal. If negotiations are held during the period of validity of the proposal, I undertake to negotiate on the basis of proposal submitted by us. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations.

I have examined all the information as provided in your Request for Proposal (RFP) and offer to undertake the service described in accordance with the conditions and requirements of the selection process. I agree to bear all costs incurred by us in connection with the preparation and submission of this proposal and to bear any further pre-contract costs. In case, any provisions of this RFP/ ToR/Scope including of our technical and financial proposal are found to be deviated, then you shall have rights to reject our proposal. I confirm that, I have the authority to submit the proposal and to clarify any details on its behalf.

I understand you are not bound to accept any proposal you receive.

Yours faithfully,

Authorized Signatory with Date and Seal:

Name:

Title:

Address of Bidder:



### 11.7.2. Form 2: Particulars of the Bidder

SL#	Information	Details
a.	Name and address of the bidding Company	
b.	Incorporation status: Public Ltd / Pvt. Ltd, etc.	
c.	Year of Establishment	
d.	Date of registration	
e.	Name, Address, Email & Mobile# of Contact Person	

### 11.7.3. Form 3: Acceptance of Terms and Conditions

(To be submitted on the Letterhead of Bidder)

To

The General Manager (Admin),  
Odisha Computer Application Centre,  
N-1/7-D, Acharya Vihar P.O. RRL,  
Bhubaneswar - 751013.

**Sub: Selection of Service Provider for “Development and Implementation of Contactless Face Recognition Attendance System”.**

**Ref: RFP REF NO- OCAC-SEGP-SPD-0015-2021-23062**

Madam,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP No. OCAC-SEGP-SPD-0015-2021-23062 regarding “RFP For Implementation of Contactless Face Recognition Attendance System at Health Institutions Under Health & Family Welfare Department, Government of Odisha”.

I declare that all the provisions/clauses including scope of work of this RFP are acceptable to our company. I further certify that I am an authorized signatory of the company and I am, therefore, competent to make this declaration.

Authorized Signatory with Date and Seal:

Name:

Title:

Address of Bidder:

**11.9. Self-Declaration: Not Blacklisted**

(Company letter head)

To

The General Manager (Admin)  
Odisha Computer Application Centre  
(Technical Directorate of E&IT Dept, Govt. of Odisha)  
N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

**Sub: Selection of Service Provider for “Development and Implementation of Contactless Face Recognition Attendance System”.**

**Ref: RFP REF NO- OCAC-SEGP-SPD-0015-2021-23062**

Sir

In response to the RFP No.: OCAC-SEGP-SPD-0015-2021-23062 for RFP titled “Implementation of Contactless Face Recognition Attendance System at Health Institutions Under Health & Family Welfare Department, Government of Odisha”, as an owner/ partner/ Director of (organisation name) \_\_\_\_\_ I/ We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

### 11.10. Bidder's Authorization Certificate

To

(Company letter head)

The General Manager (Admin)  
Odisha Computer Application Centre  
(Technical Directorate of E&IT Dept, Govt. of Odisha)  
N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

**Sub: Selection of Service Provider for "Development and Implementation of Contactless Face Recognition Attendance System".**

**Ref: RFP REF NO- OCAC-SEGP-SPD-0015-2021-23062**

Sir,

With reference to the RFP No.: OCAC-SEGP-SPD-0015-2021-23062, Ms./Mr. <Name>, <Designation> is hereby authorized to attend meetings & submit pre-qualification, technical & commercial information as may be required by you in the course of processing the above said Bid. S/he is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application. Her/his contact mobile number is \_\_\_\_\_ and Email id is \_\_\_\_\_. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Signature

Verified Signature by

(Authorised Signatory)

Director/CEO

Seal:

Date:

Place:

Name of the Bidder:

## **11.11. Financial Bid**

### **11.10.1. Form FIN-1: Financial Bid Covering Letter**

(To be submitted on the Letterhead of Bidder)

To

The General Manager (Admin),  
Odisha Computer Application Centre,  
N-1/7-D, Acharya Vihar P.O. RRL,  
Bhubaneswar - 751013.

**Sub: Selection of Service Provider for “Development and Implementation of Contactless Face Recognition Attendance System”.**

**Ref: RFP REF NO- OCAC-SEGP-SPD-0015-2021-23062**

Madam,

I /We, the undersigned, offer to provide the service as per RFP No.: OCAC-SEGP-SPD-0015-2021-23062 and our Pre-Qualification, Technical and Financial Proposals. Our attached Financial Proposal is inclusive of all applicable taxes and duties.

#### **1. PRICE AND VALIDITY**

All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 3 years 6 months from the date of opening of the Bid.

We understand that the actual payment would be made as per the existing tax rates during the time of payment.

#### **2. QUALIFYING DATA**

We confirm having submitted the information as required by you in your RFP. In case you require any other further information/ documentary proof in this regard before/during evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

#### **3. BID PRICE**

We declare that our Bid Price is for the entire scope of the work as specified in the Section-8 and Section-9. These prices are indicated in Commercial Bid attached with our bid as part of the Tender. In case there is substantial difference between the component wise price approved by OCAC and the price quoted by the bidder, OCAC will have the rights to ask the bidder to realign their cost without impacting the total bid price. We hereby agree to submit our offer accordingly.

#### **4. PERFORMANCE BANK GUARANTEE**

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in the clause 6.7 of this RFP document.

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

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information

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contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

**11.10.2. Form FIN-2: Cost Summary (in Indian Rupees)**

SL#	Item#	Unit	Unit Rate (excl. GST)	Qty#	Total Cost
<b>1</b>	<b>Software Development Cost along with 3rd party integration</b>				
1.1	Face Recognition Attendance System: Development Cost	Lump sum		1	₹ 0.00
1.2	Duty Sheet Application: Development Cost	Lump sum		1	₹ 0.00
1.3	Mobile Application: Development Cost	Lump sum		1	₹ 0.00
1.4	Centralized Dashboard: Development Cost	Lump sum		1	₹ 0.00
1.5	Application Implementation Cost	No		34	₹ 0.00
<b>2</b>	<b>Operation &amp; Maintenance Cost (For services for SL-1)</b>	Quarterly		12	₹ 0.00
<b>3</b>	<b>Cost for deployment of resource</b>				
3.1	Resources (One/Institute) for 34 health institutes: 3 Months	Man-Month		36	₹ 0.00
3.2	Resources (Three) for State PMU for 3 Years	Man-Month		108	₹ 0.00
3.3	Resources (Two) for State Helpdesk for 6 Months	Man-Month		12	₹ 0.00
<b>4</b>	<b>Security Audit (From Cert-In Empanelled firm)</b>	No		6	₹ 0.00
<b>5</b>	<b>SSL Certificate (EV Green-bar SSL Certificate with 1 Year Validity)</b>	years		3	₹ 0.00
<b>6</b>	<b>Hardware Infrastructure Cost with 3 Year Warranty</b>				
6.1	Server	No		76	₹ 0.00
6.2	Camera	No		270	₹ 0.00
6.3	Display Unit (Smart TV) Minimum 32"	No		270	₹ 0.00
6.4	UPS	No		66	₹ 0.00
6.5	Infra Installation Cost	No		66	₹ 0.00
<b>7</b>	<b>Other tool</b>				₹ 0.00

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<b>8</b>	Application Implementation Cost at approximately 120 Health Institute (30 SDH & 90 remaining AMA Hospitals)	No		119	₹ 0.00
<b>9</b>	Infra Installation Cost at approximately 120 Health Institute (30 SDH & 89 remaining AMA Hospitals)	No		119	₹ 0.00
<b>10</b>	<b>Price Discovery Items</b>				
10.1	Additional Modules / Change Request (including training)/Software Enhancement Service (bidder to quote for manmonth rate)	Man-Month		30	₹ 0.00
10.2	12 Port PoE Switch	No		10	₹ 0.00
<b>Grand-Total</b>					<b>₹ 0.00</b>

Note:

1. The bidder must initially rollout the application in 34 Locations. Order for implementation in remaining locations (SDH/AMA Hospital) would be issued to the bidder in phases. And payment will be made based on total man-month consumed/number of resources engaged/ effort on installation/etc. as per actual.
2. Price discovery item (Software Enhancement Service, etc..) will be added in total cost and will be considered during financial bid evaluation, however, payment will be made based on total man-month consumed/number of resources engaged/ effort on installation/etc. as per actual.
3. In first phase all DHH and 2 Medical Colleges shall be covered and later on SDH along with other health institutions shall be covered. Hence, bidder shall supply hardware items mentioned in Phase-II later on after getting confirmation from OCAC or OCAC will issue separate PO against the items mentioned in Phase-II.
4. The bid price will be exclusive of all taxes and levies and shall be in Indian Rupees.
5. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".
6. SMS Cost/ Whatsapp transaction cost would be borne by Department/OCAC.
7. Bidder to upload the PDF copy of the commercial bid in e-Nivida Portal

## 11.12. Performance Security

To

The General Manager (Admin)  
Odisha Computer Application Centre  
(Technical Directorate of E&IT Dept, Govt. of Odisha)  
N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

**Sub: Selection of .....**

**Ref: RFP REF NO- OCAC-.....**

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 services for ..... in Odisha (hereinafter called "the beneficiary").

And whereas it has been stipulated by in the agreement 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 agreement;

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 <<Cost of Service>> in (words) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the agreement and without cavil or argument, any sum or sums within the limits of <<Cost of Service>> (in Words) 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 agreement to be performed there under or of any of the agreement 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>>

Notwithstanding anything contrary contained in any law for the time being in force or banking practice, this guarantee shall not be assignable or transferable by the beneficiary i.e OCAC. Notice or invocation by any person such as assignee, transferee or agent of beneficiary shall not be entertained by the Bank.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

i) Our liability under this bank guarantee shall not exceed <<amount>> (Amt. in words).



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- 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.

(Authorized Signatory of the Bank)

Seal:

Date: