

This document describes the proposal for an Enterprise Access Control and Management system (EACMS) for LPSC, Valiamala and LPSC, Bangalore. The detailed requirements and specifications of EACMS are as mentioned below in this document. Section A of this document broadly describes scope of work, technical and commercial aspects related to the EACMS implementation as per ISRO approved standards for both First Level (Entry Gate) and Second Level (Facilities and Labs) access. Detailed Technical Specification and Scope of work is given in Section B. The Annexures that describes the documents solicited from the Vendor are given in Section C.

SECTION-A: SCOPE OF TENDER & INFORMATION TO VENDORS

1. INTRODUCTION

LPSC invites bids from interested vendors for the turnkey work for implementing Enterprise Access Control and Management System (EACMS) with face recognition and finger print based biometric access control with contactless Smartcard. The scope includes Supply, Installation, Implementation, Integration, Commissioning, Testing, Operationalization and Comprehensive Maintenance of EACMS at Liquid Propulsion Systems Centre (LPSC) ISRO, Valiamala (Thiruvananthapuram, Kerala) and Bengaluru (Karnataka).

1.1 EXISTING ACCESS CONTROL SYSTEM

At present a Fingerprint cum Smart card (Mifare Classic 13.56 MHz contactless card) based Access Control System with manual tripod turnstile is operational at LPSC (Valiamala and Bengaluru) at the main entrances (first level) for managing entry/exit of personnel. Second level door access control is also operational with various authentication modes like card only/ card+finger/ finger only for restricted access at critical buildings/laboratories. Present Access Control System consists of smart card readers (fixed & handheld), Half Height Tripod turnstiles, EM locks for laboratory/building, card personalization unit, servers, management/monitoring software with backend database and network infrastructure. The current infrastructure and software is totally independent at LPSC, Valiamala and Bangalore.

1.2 NEW PROPOSAL

The new tender is to replace the existing Access Control System at LPSC Valiamala and Bengaluru campuses and to establish an Enterprise Access Control and Management System (EACMS) with new features and new modalities of access control ensuring interoperability across all ISRO Centres/Units. The system is envisaged to have a centralized monitoring from

LPSC, Valiamala (the headquarters) with decentralized management of users and readers locally at Bengaluru unit and work centres.

The main gates at all locations will be equipped with multilane motorized tripod turnstiles for entry/exit integrated with biometric readers having capability to capture, process and operate based on contactless smartcard, finger print and face credentials. The reader should have capability to make access control decisions based on smartcard, face and finger credentials or a combination of them. However at any point of time, the reader should enable either face or finger sensor to work along with the Smartcard depending on the employee's office location read from the smartcard. When a user swipes the card, EACMS should automatically select the biometric mode (face or finger) depending on whether the user is a local user (LPSC employee or non-employee) or a global user (Any employee from other ISRO centre or Visitor)

The following are the different modes of operation for the readers.

1. Smart Card and Face recognition based ACS at main entrances for LPSC employee, trainees and contract workforce
2. Smart Card and Fingerprint based ACS at main entrances for other ISRO centre employees visiting LPSC
3. Smart Card and Face or Smart Card only or Face only based ACS at second level (critical laboratories)
4. Smart Card and Face or Smart Card and Finger or Smart Card only for Visitors

The card architecture and validation schemes will be defined by ISRO which needs to be implemented by the successful Vendor. The software features and reporting requirements are detailed in the Technical specifications. The software should be hosted in Windows/ Linux platform

1.3 ARCHITECTURE

The headquarters of LPSC at Valiamala, Trivandrum, its unit LPSC, Bengaluru and work centres at HAL campus and ITPF, Tumkur (Karnataka) are distributed across different geographic location and are in same IP network. However few work centres at different geographical locations are connected to LPSC, Valiamala and Bangalore are through different IP networks. The distribution of LPSC offices and an overall architecture envisaged for EACMS implementation is as shown in fig: 1.

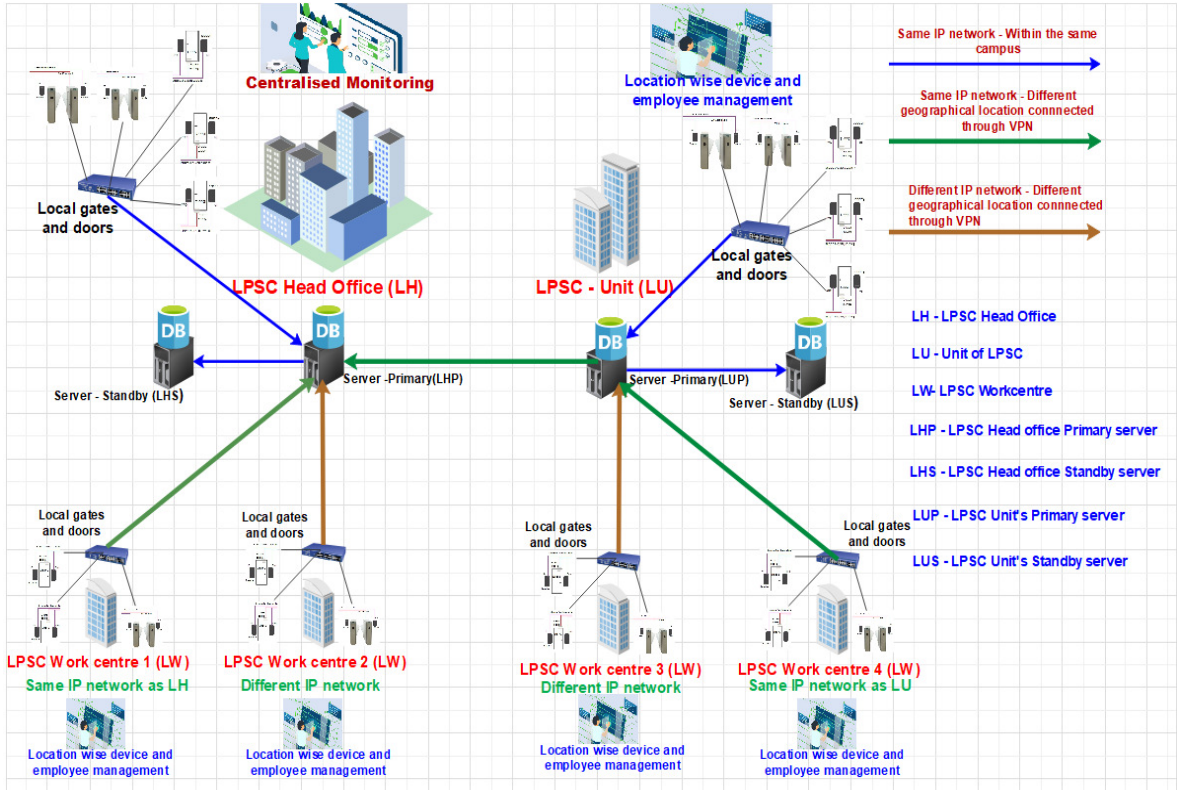


Figure – 1 – Biometric based ACS Architecture

Note: The work centres in the above diagram is to show the scenarios and does not indicate the actual number of work centres. The solution should be scalable to add more locations in same or different IP networks.

Abbreviations used in Architecture

1. LH – LPSC Head Office
2. LU – Unit of LH
3. LW – WorkCentre of LH or LU
4. LHP, LHS – LH's Primary and secondary server respectively
5. LUP, LUS – LU's Primary and secondary server respectively

LPSC campus network consists of Intranet and Internet IP networks which are air gapped. The EACMS solution will be implemented in Intranet IP network. The readers of LH and LU at main gate and the laboratories will be in Intranet IP network. The readers at LW can be in Intranet or Internet IP network. The solution should be able to integrate the readers in Internet IP network to EACMS. Management of readers, user data movement and transaction data movement to and

from the LW readers in Internet IP network should involve an intermediary that will push or pull data to the EACMS server which is in Intranet IP network.

The following will be the mode of operation

- The offices LH, LU and LW will be having first and second level access gates and doors managed locally.
- The LH and LU locations will host the primary and standby servers with database and software.
- LWs can be in same or different IP networks and the transactions will sync to corresponding LH or LU database
- All local access transactions at LH will be synced to LHP server in near real time.
- All transactions of LWs of LH will be synced to LHP server in near real time.
- All local access transactions at LU will be synced to LUP server in near real time.
- All transactions of LWs of LU will be synced to LUP server in near real time.
- In LH and LU locations, the primary DB will be replicated in the standby server in near real time.
- The transactions from LUP server (local LU and LWs of LU) will be synced to LHP server incrementally in a scheduled time interval as desired by LPSC to facilitate centralized monitoring at LH.
- Enrolled data of different user types such as Employees, Trainees, Contract Workforce and Visitors should be auto synced only to the assigned reader groups.
- Separate instance of EACMS software should be deployed in LH and LU
- The records (transaction id) of each location should be uniquely identifiable and there should not be any collision while syncing the data to LH from LUs and LWs
- The controlling server and the readers could be deployed in different IP networks and should not affect the real time transaction data transfer

Note: The attendance monitoring of all employees of LH, LU and LWs should be possible from LH apart from local monitoring at LH, LU and LWs. However, the device and user management will be done locally. The software deployment should allow control and management of respective devices and users of LH, LU and LWs locally by authorized local administrator. So there should be a super user at LH and LU along with each instance, who can delegate powers to Local administrators to manage devices and users locally.

2. DEFINITIONS

- 2.1 Department:** Department means Liquid Propulsion Systems Centre, ISRO, Department of Space of Government of India.
- 2.2 Contract/ Purchase Order:** The term Contract/ Purchase Order means agreement executed between the Department and Contractor, together with the document as referred to therein including the functional requirements, specifications, drawing and instructions issued within the Contract provisions from time to time by the Contract Manager and all those documents taken shall be complementary to one another.
- 2.3 Contractor:** Contractor shall mean the individual or firm or company, whether incorporated or not, chosen by the Department among the Bidders to this RFP, undertaking the work and shall include the legal personal representatives of such individuals or the persons composing such firm or company or the successors of such firm or company and the permitted assignee of such individual or firm(s) or company.
- 2.4 Contract Administrator/ Manager/ Department Representative/Key Personnel:** The term shall mean the appropriate authority declared by the Department who shall co-ordinate the tasks in the execution of this contract.
- 2.5 Site Engineer:** The term Site Engineer shall mean the authorized representative of the contractor who shall co-ordinate the execution of the contract.
- 2.6 Site:** The term Site shall mean the actual place of the proposed work or other places on which work is to be executed under the Contract which may be allotted by Department for the purpose of carrying out the work.
- 2.7 Work:** The term Works shall mean the places where work is performed by the Contractors.
- 2.8 'Specification/Proposal':** shall mean collectively all the terms & conditions contained in those portions of the 'Contract' known as 'General & special terms and conditions of contract for supply, installation, testing, Commissioning', Training and support during Warranty and CAMC period.
- 2.9 'Date of Contract':** shall mean the calendar date on which the Department and Contractor have signed the 'Contract'. 'Effective Date of Contract' shall mean the calendar date on which the Department has issued to the Vendor the 'Purchase Order' or Contract as otherwise mutually agreed to between the Department and Contractor.
- 2.10 'Contract Period':** shall mean the period during which the 'Contract' shall be executed as agreed between 'Contractor and Department'.
- 2.11 'Performance Tests':** shall mean such tests are prescribed in the specification to be done by the Contractor before the system is taken under warranty by the Department.

2.12 Glossary of terms relevant to this Tender Document

ACS	Access Control System
AMC	Annual Maintenance Contract
A&M	Administration & Maintenance
ATP	Acceptance Test Plan
BOM	Bill Of Material
CAMC	Comprehensive Annual Maintenance Contract
EACMS	Enterprise Access Control and Management System
EDC	Expected Date of completion
EM	Electro Magnetic
LPSC	Liquid Propulsion systems centre
OEM	Original Equipment Manufacturer
OS	Operating System
PCC	Police Clearance Certificate
RTC	Real Time Clock
SRS	Software Requirement Specification
VMS	Visitor Management System

2.13 Communications

All communications affecting the terms and conditions of the contract and concerning its execution shall be made or confirmed in writing.

3 BRIEF SCOPE OF WORK

- a. LPSC desires to implement Enterprise Access control and Management System (EACMS) in Valiamala, Bengaluru offices and Work Centres as per the specifications, terms, conditions and scope given in detail in this RFP document, for a period of 8 years (3-year Comprehensive Warranty and 5 year Comprehensive AMC). The installations at Valiamala and Bangalore will be separate. Vendor should be ready to install and integrate biometric readers at Work Centres at different locations connected by same or different IP networks after EACMS is commissioned and operational at LPSC Valiamala and Bangalore as per LPSC's requirement during warranty or AMC period. The proposal is for an Enterprise-wide multi-factor authentication-based Access Control System to ensure that only authorized persons can enter / leave LPSC's premises including high security areas as may be designated by LPSC from time to time. **The supply, installation, testing and maintenance as per the Timeline mentioned in the RFP should be done separately at the Head Office at Valiamala and Unit at Bangalore.**

- b. EACMS should provide Tiered Access control for Employees/ Trainees / Contract workforce, visitors. It should have the capability to provide controlled access to areas, doors, rooms to different category of card holders depending on the need within the campus. The software should have option to capture the type of personnel like employee, trainee, contract manpower, visitors etc.
- c. Readers should be capable to capture and process smartcard, face and fingerprint credentials but the following modality should be independently configurable for each reader as below:-

- Smart card + biometric (face) – LPSC personnel
- Smart card + biometric (finger) – Other centre personnel
- Face only
- Finger only
- Card only

The card architecture will have the details of the Centre Code to identify to which centre of ISRO an employee belongs to. The software should have option to identify this and as mentioned above the appropriate access control modality should be implemented.

- d. Vendor shall propose and submit suitable solution with system configurations, detailed block diagrams and necessary techno-commercial details.
- e. All necessary tools, equipments, hardware, software and software user licenses required as described in this document for the complete implementation of the EACMS shall be supplied and installed under this contract.
- f. All Vendors who are desirous to participate in the tender should mandatorily visit LPSC, Valiamala and should attend pre-bid meeting to decide on the EACMS requirements. Vendors who are desirous to conduct site visit at LPSC, B'lore can also do the same on a different date after pre-bid meeting before bidding
- g. All equipments supplied by the successful Vendor shall be installed, configured, programmed, tested and commissioned. The Vendor shall also supply all materials and services necessary for or incidental to the installation and commissioning of the complete system.
- h. The smart card will be personalized as per LPSC's requirement. Smart card personalization, installation and configuration of hardware and software will be in the scope of this project and the details will be shared with the successful Vendor

- i. The card shall have the capability to store other applications data, which may be implemented by LPSC, in due course. The new system should be capable of reading the existing Mifare classic ID card already issued to the employees. This is to retain the existing issued cards. Smart card format will be given by LPSC. All keys for reading and writing the smart cards will be decided by LPSC. A brief description of the card format, keys and validation scheme is given in Section B, Sl. No.3.24.
- j. The successful Vendor has to provide warranty and comprehensive Annual Maintenance of the total solution after the expiry of warranty period. For maintenance of system in warranty and post warranty (Comprehensive Annual Maintenance) one onsite engineer each shall be posted at two locations of LPSC, Valiamala, Trivandrum, Kerala and LPSC, Indira Nagar, Bangalore, Karnataka.
- k. Migration of essential employee data from existing system to the new solution is in the scope of the Vendor.
- l. Detailed Technical Specification and Scope of work is given in Section B.
- m. The successful Vendor has to study the requirements and submit the proposed drawing of placement of turnstiles and readers for approval from Department. Based on the approval, Vendor has to provide one sample unit of total system (turnstile + readers for entry and exit) for one lane. This has to be successfully demonstrated at one of entry / exit lane identified by the department. Based on the demonstration, department will give approval for production of the ordered quantity. Any changes suggested shall be implemented without any additional cost.

4 ELIGIBILITY CRITERIA FOR BIDDING

- a) The proposal should be for the complete solution as per the scope of the tender. Please note that the requirement in this tender is non-divisible in nature.
- b) A site visit will be arranged on the pre-bid meeting day as mentioned in tender at LPSC, Valiamala, on a date after tender release and only the bids of Vendors who have attended the pre-bid meeting will be opened for tender evaluation. Vendors who are desirous to conduct site visit at LPSC, B'lore can also do the same on a different date after pre-bid meeting at LPSC, Valiamala, but before bidding.
- c) Vendor shall submit authentic documentary evidence in support of the below eligibility requirements and all the technical compliances. Bids that are not accompanied by such documents shall not be considered for further processing.

#	Parameter	Pre-Qualification Criteria	Document Required
1	OEM or Authorized Dealer	The Vendor should be OEM or authorized dealer of proposed product and should confirm that they will provide after sales support	<p>1) If OEM: self-certified on letter head</p> <p>2) If Dealer: Authorization certificate in original from OEM for each item of EACMS certifying that the Vendor is an authorized dealer/agent for the OEM and the OEM shall be responsible for after-sales service, if the Vendor is unable to give proper service not only during the warranty period, but also during the CAMC period (i.e., Minimum 8 Years from the date of placement of PO). This certificate should refer to this tender with specific tender number.</p> <p>3) Section C Annexure III and IV duly filled</p>
2	Profit & Loss Statement	The company must have made profit in at least 3 years out of 7 years ending 31/03/2023 as per audited balance sheets.	1. Audited Profit & Loss Account for those three financial years Copy of IT return filed by the company for those 3 years may be submitted.
3	Solvency Certificate	The bidder should provide a valid solvency certificate	Latest Solvency Certificate for a value of Rs.95 Lakhs issued on or after 31st December, 2023 from a scheduled/ commercial bank.
4	Tax/sales/PF registration	The Bidder should be registered for GST, PAN, ESI, PF	Copy of PAN card Copy of GST certificate E.P.F Registration letter/Certificate

			E.S.I Registration letter/certificate
5	Technical IT employees	The bidder should have qualified IT technical employees/supporting team on its payroll at the time of bidding.	Certificate on Letter Head of the Vendor with details like Name, Qualification, Post Held and Experience of employees to be given
6	Local office	Considering the 24 X 7 availability of the system, the bidder should have support office in South India during the period of the contract	Supporting document for proof of address
7	Experience Govt./PSU/Private firms	<p>1. The Vendor should have implemented similar works* of providing the integrated access control solution with Biometric Features (Face or Finger or both) in the past 7 years.</p> <p>*Similar work means Vendor should have supplied, installed, commissioned Biometric Access Control System with Face or Finger or both biometric with necessary s/w development for complete EACMS solution and mifare card personalization. The commissioned system should have at least 30 biometric readers to any Government Departments, PSUs or Private Industry</p> <p>2. The Vendor should meet one of the following criteria.</p> <p>2.a One similar work /purchase order costing not less than 254 Lakhs or</p> <p>2.b Two similar works of each work/purchase order costing not less than 159 Lakhs or</p>	<p>1) Copy of Work Orders</p> <p>2) Work Completion certificate from the client OR contact details of the client.</p> <p>3) Submit details as per Section C, Annexure-I, Sl.No. 3</p>

		<p>2.c Three similar works of each work/purchase order costing not less than 127 Lakhs</p> <p>Work Orders or Purchase Orders other than mentioned above are NOT considered for eligibility criteria. Hence such bids will not merit for eligibility evaluation and will be rejected. Therefore, bidders are advised to read the Work Experience of Similar work and of value before submitting bids and avoid being disqualified by submitting works experience of other than required eligibility criteria</p> <p>Work executed as sub-contract or joint-venture will not merit for eligibility evaluation.</p>	
8	Blacklisting	The bidder should not have been blacklisted by Central / State Government/ PSU in India at the time of submission of the Bid	Self-declaration by Vendor Affidavit on Non Judicial Stamp Paper of Rs.100/- duly countersigned by Notary that they have not been banned or debarred by any Govt./Quasi Government Department or PSUs.

5 INSTRUCTION TO VENDORS

5.0 Tender Document

- a) Interested prospective Vendors are advised to go through the Tender documents carefully before participating in the bid.
- b) The proposal shall be completely filled in all respects and shall be submitted together with requisite information, documentary proofs and duly filled Annexures.
- c) The Proposal shall be opened on the date and time specified in the Letter Inviting Bid.
- d) Conditional offers and those with specifications not in conformity with the tendered specifications shall not be considered.

5.1 Preparation of bids

5.1.1 Site Visit & Pre-bid discussion - **Mandatory**

Bidder has to mandatorily visit the site and study the site conditions to familiarize the proposed Biometric based Access Control System site, to get better understanding of the requirements, environment and shall collect all other information which may be required for submitting the Bid and entering into the contract. Claims and objections due to ignorance of existing conditions or inadequacy of information will not be considered after submission of the Bid and during implementation. The quantity tolerance shall be applicable based on the pre-bid discussion. The bids of those vendors who attended the pre-bid discussion only will be considered for evaluation. Vendors who are desirous to conduct site visit at LPSC, B'lore can also do the same on a different date after pre-bid meeting and before bidding.

5.1.2 Validity of Offer

Bid shall remain valid for acceptance for a period of 6 (six) months from the due date of submission of the Bid. The Vendor shall not be entitled during the said period to revoke or cancel his Bid or to vary the Bid except and to the extent required by Department in writing. Bid shall be revalidated for extended period as required by Department in writing. In such cases, unless otherwise specified, it is understood that validity is sought and provided without varying either the quoted price or any other terms and conditions of Bid finalized till that time.

5.1.3 Cost of Bidding

All direct and indirect costs associated with the preparation and submission of the Bid (including clarification meetings and site visit, if any), shall be added to Vendor's account and the Department will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bid process.

5.1.4 Prices

The price must be filled in the online bid with the 'Schedule of Prices'. The price bid format is given in Section C, Annexure – VI.

5.1.5 Documents Comprising the bid

- a. Part- I: The Technical and Commercial Terms & Conditions. This is **UN-PRICED BILL OF MATERIALS**. Price of any nature in Part-I bid (Techno-Commercial) shall be rejected without any notice.
- b. Part- II: **THE PRICED BID**. This should contain Price details only

5.1.5.1 Part- I: Techno-Commercial

Tender document contains technical requirements and specification of Biometric Access Control System. The detailed technical specifications of tenderer's offer should be covered in this part. **This part should not contain Price Details in any form.** Technical bid shall be submitted online. The requested documents should be attached in 'documents solicited from the vendor' and the following documents shall be attached along with the technical bid. The following need to be submitted

- a. The commercial terms to be covered in this part like Delivery Terms, Delivery period, Payment terms, Validity of the offer, Warranty, Guarantee, security deposits, Performance Bank Guarantee, Liquidated Damages (for delayed supply), Price masked Bill of material, etc.
- b. The Vendor is required to confirm acceptance of all terms and conditions in the tender.
- c. The following Documents are to be mandatorily submitted
 - c.i. Section C, Annexure I – Duly filled
 1. Vendor's Profile
 2. Declaration by Vendor
 3. Details of Past experience
 - c.ii. Section C, Annexure II – Duly filled
 1. Technical compliance statement. Deviations if any shall be brought out clearly
 2. Compliance to Commercial Terms and Conditions
 3. Compliance to submission of all Documentary proof requested
 - c.iii. Section C, Annexure III – Duly filled
 1. Authorization Form from OEM
 - c.iv. Section C, Annexure IV – Duly filled

1. Back to back OEM support certificate during warranty and AMC
2. Unconditional Acceptance of The Terms & Conditions of The RFP
3. Escalation Matrix
4. Certification For Local Content
5. Self-Declaration of Non-Blacklisting
6. Undertaking of Information Security Compliance
7. Undertaking of Authenticity of Solution (Hardware And Software)
8. Software/Solutions Integrity Certificate
9. Declaration On Technical Service Support Personnel

c.v. Section C, Annexure V – Duly filled

1. Unpriced version of bill of materials (Prices not to be mentioned), signed and stamped. Deviations if any shall be brought out clearly.
2. Declaration of quoting AMC rates
3. Additional Items required other than that mentioned in bill of materials

c.vi. Any other relevant document, Vendor desires to submit.

Note:

- a) Make and Model no. of each item are to be given in respective column in Unpriced BOM (Section C, Annexure V, Sl.No 1 & 3) and Technical Compliance sheet (Section C, Annexure II, Sl.No 1). Technical data sheet/literature highlighting the compliance to specifications is to be submitted.
- b) Technical compliance sheet with just ‘Yes/Complied’ without supporting datasheet/document will not be considered for tender evaluation.
- c) Bids which do not include details of Comprehensive AMC (duly filled Section C - Annexure V, Sl.No.2) will not be considered for tender evaluation

5.1.5.2 Part II -Price Bid

Price bid shall be filled and submitted in the online ‘price bid format’. The price quoted in Price Bid should be only in Indian rupees

- a) Total cost of the ‘EACMS’ for finding L1 vendor will be based on Total Cost of all items and labour necessary for implementation of EACMS and operational cost comprising of deploying two resident technical support personnel at each location (Valiamala and Bangalore) during three years comprehensive on-site warranty period quoted by the Vendor in Section C, Annexure VI , Sl.No. 1 (PRICE BID - BILL OF

MATERIAL AND PRICE SCHEDULE). **Comprehensive AMC cost will not be considered for arriving at L1. However, bids which do not include details of Comprehensive AMC charges (duly filled Section C Annexure VI, Sl.No.2 & Sl.No.4) will not be considered for tender evaluation.**

- b) The schedule of prices shall be read in conjunction with all the sections of tender document. The price bid should not contradict the Technical bid in any manner.
- c) The total cost of EACMS and operational support by deploying Resident Technical support one at each location should be filled in the tender template price bid. However, split up cost of each item must be filled in the format for 'Bill of Material and Price Schedule' as per Section C, Annexure-VI, Sl.No. 1. The unit rates quoted shall be firm and fixed. The total contract price shall be arrived at, based on unit rates quoted and the quantity specified in the proposal.
- d) The quantity of consumables and accessories in the unpriced Bill of materials (Section C, Annexure V, Sl.No. 1 mentioned in EACMS RFP) are only indicative.
- e) Details of additional items if any, required for establishing EACMS which are not covered in Bill of Materials (Section C, Annexure V Sl.No. 1 mentioned in EACMS RFP) must be filled mandatorily as per Section C, Annexure V, Sl.No. 3. Cost of such additional items should be given in Section C, Annexure VI, Sl.No. 3 and the total cost of that should be given in the specified row in the PRICE BID - BILL OF MATERIAL AND PRICE SCHEDULE (Section C, Annexure VI, Sl.No. 1)
- f) If vendor requires any other item during implementation of the solution, apart from those listed in Section C, Annexure V, Sl.No. 1 and Sl.No. 3) cost of those items should be borne by the Vendor
- g) Vendor should mandatorily quote for the following:-
Post warranty Comprehensive AMC (CAMC) charges for Five years covering, the entire EACMS encompassing all software/hardware items, all parts, services, consumables and labour after acceptance by department including Resident Technical support during CMAC period. However a separate PO will be released after warranty based on the CAMC rates quoted in this bid. Device wise split up CAMC charges per year should be mandatorily given as in the template -Section C Annexure VI Sl. No. 2 & Sl.No.4.

5.1.6 Bid Submission

- a) Bids duly filled in by the Vendor should invariably be submitted as stipulated in the Letter inviting bid.

- b) Department shall open Part – I of the bid on the due date of opening. Price Bid (Part-II) of the bid of the technically qualified bid shall be opened at a later date.

5.1.7 Bid Evaluation Criteria

- a) During evaluation, Department may request Vendor for any clarification on the bid, additional documents etc. Vendor shall submit all required documents/clarifications.
- b) The complete scope of work is defined in the Tender document. Only those Vendors who undertake total responsibility for the **complete** scope of work including resident Technical support and CAMC as defined in the Tender document shall be considered for evaluation.
- c) In case Bid does not fully comply with the requirement of Tender document and the Vendor stipulates deviations to the clauses of the tender, which are unacceptable to the Department, the Bid will be rejected.
- d) Performance of Vendor on similar nature of works executed shall be taken into consideration during technical evaluation before selecting the Vendor for opening his price bid.
- e) The documentary proofs and technical data sheets are mandatory and will be considered for evaluation

As part of technical evaluation, Vendor may be called for technical presentation/demonstration. During their presentation the following technical capabilities of Vendor will be evaluated.

1. All hardware components of EACMS shall be demonstrated to ensure that all technical specifications mentioned in Section-B are complied.
 2. Should demonstrate the ability to Read and Write smart cards with multiple keys(encryption and decryption to be used)
 3. Should demonstrate face(live and photo) and finger enrolment
 4. Should demonstrate fixed reader along with turn stile for one full cycle of authentication(Smart Card+ face and Smart Card + finger) with turnstile rotation
 5. Should demonstrate hand held reader, one each for face and finger separately(Smart Card + face and Smart Card + finger)
 6. Functional aspects and nonfunctional performance(load, security etc) of the standard EACMS Software modules
- f) During their presentation, understanding of vendor on LPSC requirements and execution plan will be evaluated.

- g) The time schedule for EACMS completion is given in the Tender document (Refer Section A, Sl.No. 8). Vendor is required to meet the timeline strictly.
- h) Offers which are found to be fulfilling all the eligibility and qualifying requirements of the tender document both technically and commercially will only be considered for price bid opening.
- i) The Vendors shall clearly mention the Make and Model of the items quoted in their bid documents. The detailed data sheets for the products/items offered by the Vendors are required to be submitted by them along with compliance sheets to ascertain their compliance with regard to the product specifications mentioned in the tender document. The Vendors must attach Authorization Letter from OEMs to support the offered hardware and software for the EACMS.
- j) The Vendors shall submit their commercial bid strictly as per the prescribed format. The Vendors are required to offer Comprehensive Annual Maintenance Contract (CAMC) rates for next Five years after the completion of initial three-year Comprehensive Warranty period.
- k) Price Bids of vendors who are qualified for the Part I (Techno- Commercial) will only be opened for evaluation
- l) Price bids of Vendors who quote for all items as detailed in the Section C Annexure VI Sl.No 1 , Sl. No 2 , Sl.No 3 (if any) and Sl.No 4 will only be considered for evaluation. Section C Annexure VI Sl.No 3 is for additional items and vendor can quote if any additional items are required.
- m) The documentary proof as detailed below are mandatory for evaluation

1	Vendor profile and declaration	Vendor details should be provided	Duly filled and signed Section C, Annexure I
2	Compliance	Vendor's Compliance to all technical , commercial terms and submission of documents is mandatory	Duly filled and signed Section C, Annexure II
3	MAF	Certificate of undertaking from original equipment manufacturer	Duly filled and signed Section C, Annexure III
4	OEM Support and declarations	1. OEM Back to back support guarantee for after sales support for entire contract period. 2. Unconditional Acceptance of The Terms & Conditions of The RFP	Duly filled and signed Section C Annexure IV Sl.No 1,2,3,4,5,6, 7,8 and 9

		<p>3. Escalation Matrix</p> <p>4. Certification For Local Content</p> <p>5. Self-Declaration Of Non-Blacklisting</p> <p>6. Undertaking Of Information Security Compliance</p> <p>7. Undertaking Of Authenticity Of Solution (Hardware And Software)</p> <p>8. Software/Solutions Integrity Certificate</p> <p>9. Declaration On Technical Service Personnel</p> <p>10. Declaration regarding End-Of –Support products</p>	
5	Local Content	Vendor's declaration on the total local content of the solution quoted	Declaration on Vendor's letter head certifying the local content in the total solution with MII content evaluation location. Section C Annexure IV Sl.No 4
6	Certifications and standards	Standards and certification asked in the technical specifications of the product should be met	Proof of the certificates and standards with respect to each product
7	Technical specifications	Each component for which technical specifications are given in Section B of this tender to be met	Product Brochures, datasheets, manuals, etc.
8	Additional software features	Vendor should be ready to add additional features to the software as per LPSC's requirement during warranty or AMC period for which a separate PO will be issued.	Self-declaration by Vendor
9	Addition of office locations (Work Centres)	Vendor should be ready to install and integrate biometric readers at work centres at different locations connected by same or different IP networks after EACMS is commissioned and operational at LPSC Valiamala and Bangalore as per LPSC's requirement during warranty or AMC period.	Self-declaration by Vendor

10	Unpriced Bill of Material	All components other than cables, consumables and accessories should be quoted with make and model/ part number	Duly filled and signed Section C, Annexure V
----	----------------------------------	---	--

5.1.8 Security Deposit

Vendor has to furnish a Bank Guarantee for 3% of the order value within 10 days of receipt of Order towards the faithful execution of the order valid till the completion of the scope of work as per order plus sixty days. (This will be returned to you immediately on execution of the order satisfactorily as per order terms. In case of non-performance / poor performance, the amount will be forfeited).

5.1.9 Performance Bank Guarantee(PBG) / Fixed Deposit Receipt (FDR)

Vendor has to submit a PBG/FDR from a Nationalized / Scheduled Bank for 5% of the order value towards the performance of the system at the time of supply valid till the completion of warranty and CAMC period plus 60 days in favour of Accounts Officer, LPSC/lein may be marked to Accounts Officer, LPSC.

6 GENERAL FINANCIAL PROVISIONS

- a) All rates of Taxes /Duties /Levies applicable with details of percentages & applicable portion of the price should be spelt out clearly in the offer.

7 TERMS OF PAYMENTS

Our normal payment is 100% within 30 days after receipt, satisfactory installation and acceptance of the entire facility as per activities in the Time line mentioned in Section A, Sl.No. 8, at our site. However, advance payment may be considered to a maximum of 30% of the order value subject to the following.

- a) Bank Guarantee shall be submitted to equal value of advance for delivery period with a validity period till completion of supply and acceptance.
- b) Interest shall be calculated on the amount of advance for the delivery period quoted as per prime lending rate of Reserve Bank of India (RBI) for advances and added to the landed cost while arriving L1 offer.
- c) Advance shall be progressively adjusted against bills cleared for payment.
- d) Interest on advance shall be charged on delayed deliveries / installation.

Balance 70% of the order value shall be paid after receipt, satisfactory installation and acceptance of EACMS facility as per activities in the Time line mentioned in Section A, Sl.No. 8, at our site.

Operational support charges during warranty will be paid quarterly based on invoice submitted by the vendor after duly certified by the LPSC focal point. Quarterly charges will be derived on pro-rata basis from the operational charges quoted under Price bid Section C, Annexure – VI , Sl.No.30.

The performance bank guarantee as stipulated shall be submitted valid from the effective date of acceptance of the entire system by LPSC and valid for entire warranty period.

8 TIME LINE FOR EACMS IMPLEMENTATION

The entire EACMS system is required to be completed (all activities listed in the timeline below) by the successful Vendor in maximum of **8 months from the date of receipt of Purchase Order**. Details of implementation of the EACMS in various stages of time line is as below:-

Sl.No	Milestone	EDC
T1	1. Purchase order release 2. Software Requirement Document -SRD	T (LPSC Scope)
T2	Submission of the Design Documents which include the following Civil changes to be made for installation if any, with drawings 1. Site requirements, power supply & environmental requirements, accessories requirements at work site 2. Proposed drawing for positioning of half height motorized tripod turnstile at each gate of LPSC Valiamala and Bangalore 3. Drawings for positioning readers on pole in the lanes at each gate 4. Software and Firmware Requirements specification document -SRS	T1+ 3 weeks (Vendor Scope)
T3	1. The finalized configuration of EACMS (Clearance of Sl.No. 2 & 3 of T2) 2. Civil drawings approval 3. Site Clearance for implementation 4. Software and Firmware Requirements specification approval	T2+2 weeks (LPSC Scope)
T4	1. Software and Firmware design document -SDD submission 2. Sample unit (turnstile and reader) supply and demonstration with software with basic existing functionality 3. One reader in Internet IP network to be integrated and tested to demonstrate data flow to and fro with the EACMS intranet server	T3 + 1 week (Vendor Scope)
T5	1. Software and Firmware design document clearance 2. Clearance for supply of ordered quantity	T4 + 1 week (LPSC Scope)
T6	1. Software development and testing	T5 + 8 week (Vendor Scope)
T6 (i)	1. Delivery of hardware at Purchaser's site 2. Installation of servers ,database, basic software	T5 + 3 weeks (Vendor Scope)

	3. Configuration and testing of all handheld readers	
T6 (ii)	1. Installation and testing of readers at secondary level laboratories	T6(i) +2 weeks (Vendor Scope)
T6 (iii)	1. Dismantling of existing EACMS system at Gate 2 at LPSC, Valiamala , Lane 4 & 5 at LPSC, Bengaluru 2. Installation of new motorized turnstiles and fixing of readers in the above location	T6(ii) +3 weeks (Vendor Scope)
T7	1. Delivery of Software at purchase's site 2. Integrated Testing with all hardware components 3. Migration of Employee and card data 4. Photo enrolment of all employees 5. Demonstration of work centre connectivity(readers on different IP network) 6. Demonstration of decentralized management and centralized monitoring	T6+ 2 weeks (Vendor Scope)
T8	1. User Acceptance Testing, Webapp Security Testing 2. Pilot run for 5 days at Gate 2 at LPSCV and Lane 4 and 5 at LPSCB	T7+ 2 weeks (LPSC Scope)
T9	1. Dismantling of existing ACS system at Gate 1 (5 turnstiles, 10 fixed readers & 5 photo popups) 2. Erection, Installation of 5 new turnstiles, 10 fixed readers and 5 photo popups , interfacing & Testing of EACMS for Gate1 3. The above need to be done for Lane 1, 2, 3 at LPSC, B	T8 + 3 weeks (Vendor Scope)
T10	1. Dismantling of existing ACS system at Gate 3 & Gate 4(4 turnstiles, 8 fixed readers & 4 photo popups) 2. Erection, Installation, interfacing & Testing of EACMS for Gate 3 & Gate 4	T9+3 weeks (Vendor Scope)
T11	3. Full Integrated testing of EACMS for 15 days before Acceptance Testing	T10 + 2 weeks (Vendor Scope)
T12	Training – 1 week	T11+ 1week (Vendor Scope)
T13	Acceptance Testing	* T12+ min 2 weeks (LPSC and Vendor Scope)

*** Acceptance of the product only will be done by LPSC after successful completion of all test cases**

Note: The delay in executing milestone due to activities in LPSC scope will not be attributed as vendor's delay

9 DECLARATION

- a) All components delivered as part of EACMS solution to the Department should be brand new. **The software licenses shall be perpetual.** Declaration as given in Section C, Annexure IV, Sl.No 7 to be submitted
- b) Vendors shall propose only those products, which would not be declared end of life until the end of warranty period. Further, those products should also not go End of Support for 8 years (3 year warranty and 5 years CAMC) from the date of acceptance by LPSC. However, in cases where the OEM decides to phase out (end of support) any particular product model installed as part of EACMS during 8 years (3 year warranty and 5 years CAMC) from the date of acceptance by LPSC, the vendor is required to replace the product with a product having equivalent or better configuration at no extra cost to LPSC and integrate it with EACMS. Vendor must inform well in advance about such changes. Declaration as given in Section C, Annexure III and Section C, Annexure IV, Sl.No. 10 to be submitted

10 AVAILABILITY OF SPARES

The spares for the products offered should be available for at least 8 years till the completion of contractual obligations. The supplier should keep adequate spares in LPSC premises to maintain Service Level Agreement (SLA) and the list of spares which is kept by the supplier should be given to LPSC.

11 COMPREHENSIVE WARRANTY

- a) Vendor must include comprehensive on-site warranty for **THREE YEARS** from the effective date of acceptance of the entire system by Department
- b) Warranty shall include preventive & unlimited break-down maintenance calls including repair/replacement of material, spares, modules, software, etc.
- c) Vendor should provide operational support by deploying one Onsite resident technical support at each location during warranty and Comprehensive AMC. Operational support charges during warranty period will be paid quarterly.
- d) Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipments, accessories, etc., covered by the offer. The Vendor must provide warranty all equipments, accessories, spare parts etc., against any manufacturing defects during the warranty period. During the warranty period the Vendor shall maintain the equipment and repair / replace all the defective components at the installed site at no additional charge of whatsoever nature to the Department.

- e) The Vendor should ensure that the defects in the EACMS system reported on any working day are set right **as per SLA**. In case, the system or any equipment cannot be repaired within the stipulated period, the Vendor should provide a replacement till the system/equipment is returned duly repaired.
- f) Software Bug fixes, functional and performance requirement deviations from SRS should be corrected at free of cost
- g) Vendor should fine tune the application for performance optimization if any performance related issues arises during Comprehensive Warranty / CAMC period
- h) SLA is detailed in Section A, SL No. 22 and if not met by the supplier during warranty, PBG will be withheld by LPSC.
- i) Firmware and software updates necessary for fixing security vulnerabilities that may arise during the period of contract should be carried out by the Vendor within 48 hours.
- j) In the event of the Vendor's failure to supply & provide allied services within a reasonable period, the Department on its own will get the defects rectified through another agency at the risk and cost to Vendor. It will be deducted from the PBG. Repairs rectified through another agency will neither affect the liabilities of the Vendor on the warranty for its remaining period nor will it affect the Vendor's liabilities on the stipulated post-warranty Annual Maintenance Contracts.
- k) Vendor shall supply replacement of spare/item of same make and model against faulty component during warranty. In case the manufacturer discontinues any model, Vendor shall supply spare/item with higher model of supplied make with better specifications at no extra cost and ensure that it gets integrated within the system.
- l) The vendor shall replace and upgrade the components which are announced as end of support (EOS) by the respective OEM, at no additional cost to LPSC throughout the contract period. The bidder shall carry out such replacement & up gradation of components (hardware & Software) before end of support
- m) All the mechanical parts of the system like readers, turnstiles, EM locks, exit switches shall be maintained periodically by cleaning, lubricating and alignment. Worn out mechanical parts shall be replaced at periodical interval.
- n) Vendor shall carry out alignment of doors at buildings and laboratories for proper functioning of EM locks as and when required. During warranty period, the Vendor will be required to carry out maintenance and repairs if any, free of cost including replacement of spares/equipment without any additional cost.

- o) **Disk Retention:** The Hard Disk Drive (HDD) and flash memory installed in any of the equipment (PC/Workstation/Server/readers etc), if found defective, the same shall be retained by LPSC. Vendor shall use their tools, etc., for identification and replace the same with a new one. Under no circumstances, the HDD would be allowed to take outside the LPSC campus and the Vendor shall replace them at free of cost during the warranty period.

12 COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT

The Vendor is responsible for the maintenance of the EACMS including all hardware, accessories/components and software supplied for **Five years** (4th year to 8th year) after the expiry of initial warranty period of three years.

- a) The Vendor shall maintain the equipment and repair/replace all defective components, major or minor and may use for this purpose spares or consumables at no additional charge other than the CAMC contract charges.
- b) CAMC shall include daily, preventive & unlimited break-down maintenance including repair/replacement of material, spares, modules, software, etc.
- c) **Disk Retention:** The Hard Disk Drive (HDD) and flash memory installed in any of the equipment (PC/Workstation/Server/readers etc.), if found defective, the same shall be retained by LPSC. Vendor shall use their tools, etc., for identification and replace the same with a new one. However, for the hard disk failures happening during warranty and CAMC period, the hard disks should be replaced and the defective hard disks will not be returned to the Vendor
- d) Comprehensive on-site annual maintenance charges, for the post warranty period, must be quoted in rupees per year in the Price bid
- Device wise split up CAMC charges per year should be mandatorily given as in the template in Section C Annexure VI Sl. No 2
- e) LPSC has the discretion to release a separate Purchase Order for Comprehensive Annual Maintenance after the expiry of Warranty period. The CAMC charges will be released in four installments in each year at the end of every three months' period against submission of a service report. CAMC charges shall be paid on quarterly basis after reviewed by the Contract Manager assigned at LPSC, Valiamala and LPSC, B'lore, duly approved by concerned authority.
- f) During CAMC, if the Operating System of the deployed server for EACMS has reached End of Life, Vendor should upgrade the OS and port the software at free of cost.

- g) Service Level Agreement comprising the critical activities, response time and Penalty is detailed in Section A, Sl.No. 22 and if it is not met by the supplier during CAMC, the penalties as detailed in Section A, Sl.No. 22 will be deducted from the quarterly payment

13 RESIDENT TECHNICAL SUPPORT

- a) During Warranty and CAMC period (3 + 5 = 8 years), the Vendor shall deploy trained Resident Technical support personnel at site (One each for LPSC, Valiamala and LPSC, Bangalore) for the operation and maintenance of EACMS to fulfill the SLA terms mentioned in Section A, Sl.No. 22
- b) Trained technical support personnel shall be Diploma engineer in Electronics or Electrical (three years course from AICTE/DTE or equivalent approved institutions) with minimum one year experience in the maintenance and up-keep of Biometric Access control system
- c) Resident Technical support personnel shall be available on all working days (30 minutes before and after the office hours). For any maintenance activities they may have to come on holidays also.
- d) Deployed resident technical support personnel shall perform the following activities
- i. Day-to-day maintenance of Readers, Turnstiles and ensure migration of punching data from readers to server.
 - ii. Configuration of all hardware device
 - iii. Maintaining configuration backup of all hardware devices
 - iv. Preventive and break down maintenance of the system.
 - v. Management of the spare parts, materials and consumables to repair defective hardware
 - vi. Periodical database back-up and preparation of weekly, monthly and quarterly reports on system performance in prescribed format.
 - vii. Maintenance of event logs.
 - viii. Any new installation of any components of EACMS as part of augmentation
 - ix. Any other related work assigned from time to time
 - x. Carry out the necessary Software updates to ensure the smooth running of the system
- p) Police Clearance Certificate (PCC) must be obtained for each deputed engineer before deputing in LPSC.
- q) LPSC reserves right to disqualify any Resident Technical support personnel deputed, for reasons like technical incompetence, indiscipline, irregularity, insincerity, disobedience,

doubtful credentials/ integrity, etc. Declaration as given in Section C, Annexure IV, Sl.No 9 to be submitted

14 FORCE MAJEURE

Should a part or whole work covered under this contract be delayed due to reasons of Force Majeure which shall include legal lockouts, strikes, riots, civil commotion, fire accident, quarantines, epidemic, acts of God and Government, fright embargoes, the completion period for work, plant or equipment referred to in this contract be extended by a period not in excess of the duration of such Force Majeure. The occurrence shall be notified by either party within reasonable time.

15 DELAY IN COMPLETION/ LIQUIDATED DAMAGES

In the event of the Vendor failing to complete the work within the time specified in the contract agreement or in extension agreed thereto, the Department shall reserve the right to recover from the Vendor as liquidated damages, a sum of one half percent (0.5%) per week or part thereof of the undelivered portion of the total contract price of plant, equipment or work. The Total liquidated damages shall not exceed the ten percent (10.0%) of the total Contract price.

16 ARBITRATION

If at any time any question, disputes or differences whatsoever shall arise between the purchaser and the Vendor upon or in connection with this contract, either party may forthwith due to the other notices in writing of the existence of such question, dispute or difference and the same shall be referred to the adjudication of two arbitrator or one to be nominated by purchaser, other by Vendor. The award of the arbitrator shall be binding on the parties to the dispute. However, any party aggrieved by such award may make a further reference for setting aside or revision of the award to the Law Secretary, Department of legal affairs, Ministry of Law and Justice, Government of India. Upon such reference the dispute shall be decided by the Law Secretary or the special Secretary/Additional Secretary when so authorized by the law secretary, whose decision shall be binding on the parties finally and conclusively. The parties to the dispute will share equally the cost of arbitration as intimated by the arbitrator. In the event of either party ceases to be an undertaking of Government of India, arbitration & conciliation act 1996 shall be applicable. The venue of arbitration should be the same place where centre is located.

17 DISCLOSURE AND USE OF INFORMATION BY THE VENDOR

Vendor shall guarantee that all information and data received during execution of Contract from Department shall be classified as confidential within the meaning of the Official

Secrets Act and will not be divulged to any third party without prior written permission of Department. All drawings & documents shall be returned after execution of work.

18 INDEMNITY

- a. The prices indicated in the Purchase Order/Contract shall be deemed to include all amounts payable for the use of patents, copyrights, registration charges, trademarks or other industrial property rights
- b. The contractor/supplier shall, at all times, indemnify the Centre/Unit against all claims including claims by any third party relating to stores for infringement of any rights protected by patent registration of design or trademarks
- c. Till the supplies reach their destination, the contractor/supplier shall be responsible for any damage to the supplies arising from whatever cause other than Force Majeure factors.
- d. The contractor/supplier shall also take the entire responsibility for adequacy of supplies/services for fulfillment of the Purchase Order/Contract.

19 LEGAL

The CONTRACTOR shall abide by the law of the land including all labour related laws/ Acts or any new regulations/legislations enacted in this regard and its compliance as applicable during the tenure of the CONTRACT. CONTRACTOR shall ensure minimum wage to their human resources coming under category of Resident Technical support as per minimum wage act 1948 and as per the orders issued time to time by Chief Labour Commissioner, Ministry of Labour and Employment, Government of India. Department shall in no way be responsible for any default of the CONTRACTOR regarding statutory obligation.

20 NON-DISCLOSURE AGREEMENT (NDA)

Personnel deputed by Vendor during implementation of the system, warranty period and CAMC shall maintain absolute secrecy and security of the processes and data stored on various computing systems at LPSC. The data / information provided by LPSC from time to time, are for the execution of this work only; and should not be used / copied / reproduced / published in any form or disclosed to third party, by Vendor or their personnel. Thus, Vendor is required to sign a Non-Disclosure Agreement (NDA) with LPSC. Vendor will also be responsible for any violation or infringement of NDA by their personnel.

21 TERMINATION OF CONTRACT

Under normal circumstances, termination of the contract is not foreseen. However, in case of continued non-performance of the Contract resulting in inordinate delays in the delivery dates and rectification of issues in spite of repeated written requests for meeting the

delivery schedule and SLA as provided in the Contract, DEPARTMENT reserves the right to terminate wholly or partly, the Contract, by giving a notice of not less than one month.

22 SERVICE LEVEL AGREEMENT (SLA)

- SLA defines the successful Vendor's responsibility in ensuring the performance of the solution based on the agreed performance indicators as detailed in the technical specification - Section B of tender.
- The table below summarizes the severity/criticality indicators for the services to be offered by the Vendor

1. Category of Issues

Sl.No	Severity	Issues
1	Critical	<ol style="list-style-type: none"> Hardware failure or misbehavior – Any hardware component of EACMS Data breach Firmware and software updates necessary for fixing security vulnerabilities Missing transactions (in/out punch not getting recorded) FAR and FRR of biometric readers are not as per the specifications during operations Repeated data syncing issues between reader and server Software fails to perform any critical software function # listed out in the RFP due to a software bug Uptime *- If less than 99% Resident Technical support- Vendor does not deploy the required specified quantity & quality of personnel as per RFP or a person deployed is not reporting to the duty
2	High	<ol style="list-style-type: none"> Enrolment issues Data syncing issues between databases Hardware or software performance degradation
3	Normal	<ol style="list-style-type: none"> Reports related issues Replacement of End of Support components before due date at no extra cost to LPSC

*Calculation of Uptime percentage of any component

- Total Available Time** – 24 hrs per day for seven days a week

Critical S/w Function

- Proper working of User authentication and entry/exit validation logic based on user types
- Assignment of users to reader groups
- Enrollment of user with proper biometrics

- d. Centralized monitoring of data of all locations at LH (LPSC, Valiamala)
- e. Addition/updation and configuration of devices in the EACMS
- f. Personalization of smart cards and printing smart card based on user type
- g. Syncing personalization details to server and from server to other readers across locations
- h. Syncing of data from LU and LWs to LH
- i. Syncing of punching details from reader to server within 5 minutes
- j. In case of network issue, storing the punching details in reader and pushing to server once the network issue is resolved
- k. Workflow for denial of blocked cards
- l. Replication of data from online server to standby server in near real time
- m. Proper generation of MIS Reports mentioned in the Integrated Software (Section B, SL.No.3.14.2)

2. Response Time

Sl.No	Severity level	Target /Response Time	Resolution/Work around
1	Critical	4 Business Hours	8 Business Hours
2	High	4 Business Hours	12 Business Hours
3	Normal	8 Business Hours	24 Business Hours
4	Resident Technical support	Availability as per Tender	If deputed Resident technical support is not available as per tender , he/she has to be substituted within 24 Business Hours

3. Penalty

Penalties will be recovered from CAMC charges during quarterly payment if successful bidder is not able to achieve required Service Levels as mentioned in Section A, Sl.No. 22 Amount equivalent to 0.5% of the quarterly CAMC charges per week will be deducted if the SLA is not met, as penalty charges.

4. Exclusions

The Supplier will be exempted from any delays or slippages on SLA parameters arising out of following reasons: -

1. Delay in execution due to delay (in approval, review etc.) from Purchaser's side. Any such delays will be notified.
2. Delay due to Network issues that can affect the data transfer and other software operations