

## **Request for Proposal (RFP)**

Selection of System Integrator / Service Provider  
for Implementation of

An AI-Powered Biometric Face Detection Solution  
to Enable Beneficiary Identification and Monitoring  
of Food Canteens under Antodaya Aahar Yojana

**RFP No.:- e-Tender/.....**

Issued by:

**Haryana Building & Other Construction Workers Welfare Board**

Bays No. 29-30 (Pocket-II), Sector-04, Panchkula, Haryana 134112

Email: hbcwwb@gmail.com

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## **DISCLAIMER**

The information contained in this RFP document or information provided subsequently to Bidder(s) whether verbally or in documentary form/email issued for the eligible and interested bidders, by or on behalf of the Haryana Building & Other Construction Workers Welfare Board (HBOCWFB), Panchkula, which herein will be referred as BOARD or Board, is provided on the terms and conditions set out in this document and all other terms & conditions subject to which such information is provided. The purpose of this RFP document is to provide the Bidder(s) with information to assist in the formulation of their Proposals. Each Bidder should conduct its own investigations & analysis and should check the accuracy, reliability and completeness of the information in this RFP document and wherever necessary they should obtain independent advice from appropriate sources. BOARD may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

BOARD, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way for participation in this Bid Stage.

This RFP is neither an agreement nor an offer by BOARD, but an invitation for responses to the issues pertaining to any service by BOARD as contained in this document. No contractual obligation on behalf of BOARD, whatsoever, shall arise from the RFP process unless and until a formal agreement is signed and executed by duly authorized officers of BOARD and the finally selected Bidder. It may be noted that issuance of RFP does not confer any right to be invited to participate further and BOARD shall have unfettered rights and discretion in its decision regarding such matters and finalization or completion of further steps in respect of the RFP.

The Bidders, by accepting this document, agree that any information contained herein may be superseded by any subsequent written information on the same subject made available to the recipient or any of their respective officers or published on BOARD website. It is also understood and agreed by the Bidder(s) that decision of BOARD regarding selection of the Bidder will be final and binding on all concerned. No correspondence in this regard, verbal or written, will be entertained.

The Haryana Building & Other Construction Workers Welfare Board, Panchkula reserves the right to amend, modify, vary, add, delete, accept or cancel, in part or full, any condition or specification of all proposals/orders/ responses, without assigning any reason thereof before evaluation of technical bids. Each Bidder shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP, presentations and contract negotiation processes.

BOARD reserves the right at the time of award of contract to increase or decrease, the terms of reference / scope of work with or without any change in price, other terms and conditions.

Notwithstanding anything contained in the RFP Document, BOARD reserves the right to accept or reject any response and to annul the process and reject all responses at any time prior to execution of the agreement with the Bidder to whom the contract would be finally awarded, 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 the BOARD's decision.

BOARD reserves the right to cancel the entire process at any stage at its sole discretion without assigning any reason thereof.

It shall be the duty and responsibility of the Bidders to ensure themselves about the legal, statutory and regulatory authority, eligibility and other competency of them to participate in this RFP and to provide any and all the services and deliverables under the RFP to BOARD.

## Notice Inviting Request for Proposal (RFP)

The Haryana Building & Other Construction Workers Welfare Board (HBOCWW), Panchkula, invites proposals from reputed organizations with a proven track record for implementing AI-Powered Biometric Face Detection Solution to Enable Beneficiary Identification as per the details mentioned below:

S.No.	Particulars	Details
1.	Name of the client inviting RFP	Haryana Building & Other Construction Workers Welfare Board
2.	Address	Haryana Building & Other Construction Workers Welfare Board, Bays No.29-30 (Pocket-2), Sector-4, Panchkula, Haryana-134112.
3.	Date of issue of RFP	01.04.2025 at 9:00 AM
4.	Last Date of receiving Queries for pre-bid meeting	The queries, if any, in the RFP has to be mailed before 08.04.2025 up to 5:00 PM to the following email: <a href="mailto:hbocwwb@gmail.com">hbocwwb@gmail.com</a> Contact: 0172-2575300
5.	Pre-Bid Meeting	11.04.2025 at 11:00 AM to be held at Haryana Building & Other Construction Workers Welfare Board, Bays No. 29-30 (Pocket-II) Sector-4, Panchkula - 134 112
6.	Last date and time for submission of RFP processing fees, E-service charge and EMD	20.04.2025 by 05:00 PM
7.	Last date and Time for submission of online bid	21.04.2025 by 05:00 PM
8.	Date and time of Opening of Technical Proposal	23.04.2025
9.	Time, Place, and date for opening of the Financial Proposal	To be intimated later to the eligible bidders
10.	Estimated Cost of tender / RFP	INR 27 Lakhs (approx.)
11.	EMD	INR 54000/- (INR Fifty-Four Thousand)
12.	Cost of RFP Document & processing fee and e-service charges	RFP document & processing fee INR 2950/- (2500 plus GST@18%) E-service charges INR 1180/- (1000 plus GST @ 18%)
13.	Method of Selection	Least Cost Based Selection

The RFP / tender document can be downloaded from the website: <https://etenders.hry.nic.in> or <https://hrylabour.gov.in> . Interested bidders are advised to regularly visit the website in order to update themselves with regard to any change or additional information related to the tender. Haryana Building & Other Construction Workers Welfare Board reserves the right to re-issue / amend /cancel this tender, amend the tentative schedule and key dates of the bid. It is the sole responsibility of prospective bidders to go through all the notices issued by the Board from time to time for any updated information.

Secretary,  
HBOCWW Board, Panchkula

## **Section I: Instructions to Bidders**

This RFP is being floated by Haryana Building & Other Construction Workers Welfare Board (HBOCWFB) for inviting proposals from reputed organizations with a proven track record for implementing AI-Based Biometric Solution for Beneficiary Identification and Monitoring of Beneficiary led distribution system, scheme, delivery of services etc. in the State of Haryana. The participating bidders are advised to carefully go through this RFP and ensure that all the instructions, terms, key dates, submission of bids, deposit of various fees and EMD etc. are followed / done in accordance with this RFP.

### **1. RFP Document Fee and Bid Processing Fee**

The bidder must furnish as part of the technical proposal, the mandatory required documents & processing fee amounting to INR 2950/- (2500 plus GST@18%) and E-service charges INR 1180/- (1000 plus GST @ 18%) by depositing this amount online while uploading / submitting their bids on <https://etenders.hry.nic.in>

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

1. The bidder must furnish as part of the technical proposal, an Earnest Money Deposit (EMD) amounting to INR 54000/- by depositing this amount online while uploading / submitting their bids on <https://etenders.hry.nic.in>.
2. The EMD of unsuccessful bidders will be refunded only after finalization of selection process and award of contract to the successful bidder. No interest shall be paid on EMD.
3. The EMD of the successful bidder will be released only after furnishing of the required Performance Bank Guarantee (PBG) and signing of the contract.
4. The EMD of any bidder will be forfeited on account of any of the following reasons:
  - I. If the bidder withdraws its proposal during the bid validity period as specified in RFP or Bidder does not respond to requests for clarification of its proposal.
  - II. If the bidder fails to provide required information during the evaluation process or is found to be non-responsive or has submitted false information in support of its qualification.
  - III. If the selected bidder fails to:

- a. Provide any clarifications to the Board.
  - b. Agree to the decisions of the contract negotiation meeting.
  - c. Sign the contract within the prescribed time period or furnish required Performance Bank Guarantee in time.
- IV. Any other circumstance, wherein the Board deems it necessary, during the overall selection process.

### 3. Validity of the Proposal

Proposals shall remain valid for a period of 180 (One Hundred Eighty) Days from the date of opening of the Technical Proposal. The Board will endeavour to finalize the selection process and award the contract within the bid validity period. The Board reserves the rights to reject a proposal which is valid for a shorter period, as non-responsive. The bid validity period may be extended on mutual consent.

### 4. Pre-Proposal Queries

1. Bidders can submit their queries in respect of the RFP and other details, if any, to the Board, through e-mail at [hbocwwb@gmail.com](mailto:hbocwwb@gmail.com) within the stipulated mandatory timeline as mentioned the document.
2. Clarifications, if any to the above will be uploaded on <https://hrylabour.gov.in> in order to assist in preparation of the proposal.
3. Request for alteration / change in existing terms and conditions of the RFP shall not be considered / entertained.
4. The queries shall necessarily be submitted in the following format:

Page No.	Section No.	Content of RFP requiring clarification	Clarification requested	Remarks

5. Board shall not be responsible for ensuring that the bidder's queries have been received by Haryana Building & Other Construction Workers Welfare Board.
6. Any requests for clarifications post the indicated date and time may be entertained by the Board at its own discretion.



7. The purpose of query clarification is to provide the Bidders with information regarding the RFP, project requirements, and opportunity to seek clarification regarding any aspect of the RFP and the Project. However, the Board reserves the right to hold or re-schedule / reinstate the process or reject all the bids without assigning any reasons.

8. Responses to queries and issue of Corrigendum:

- The authorized Representative of the Board will endeavour to provide a timely response to the queries. However, neither any representation or warranty is given as to the completeness or accuracy of any response made in good faith, nor does the Board undertake to answer all the queries that may have been posed by the bidder.
- At any time prior to the last date for receipt of proposals, the Board may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by a corrigendum.
- The corrigendum (if any) and clarification to the queries from all bidders will be uploaded on the website i.e. <https://hrylabour.gov.in> .

## **5. Submission of Proposal:**

1. The payment for Tender / RFP Document & Processing Fee and EMD shall be made by the bidders online. Please refer to 'Online Payment Procedure' is available at the Single e-Procurement portal of GoH (Govt. of Haryana) at <https://etenders.hry.nic.in>.
2. Intending bidders will be mandatorily required to online sign-up (create user account) on the website <https://etenders.hry.nic.in> to be eligible to participate in the e-Tender. He/ She will be required to make online payment of required EMD in due course of time. The intended parties which fail to pay EMD fee under the stipulated time frame shall not be allowed to submit his/her bids for the respective event / Tenders / RFP.
3. The interested bidders must remit the RFP Document & Processing Fee and EMD at least T+1 working day (Transaction + One Day) in advance as given under Key Dates and make payment online to the beneficiary account number specified under the online generated challan. The intended bidder/agency thereafter will be able to successfully verify their payment online and submit their bids on or before the expiry date & time of the respective Events / Tenders / RFP at <https://etenders.hry.nic.in> .

4. The interested bidders shall have to pay mandatorily RFP document & processing fee of Rs.2950/, (2500 plus GST@18%) under document fee – Non-refundable and E-service charges INR 1180/- (1000 plus GST @ 18%) through online payment.
5. The Payment for RFP document Processing Fee Rs. 2950/- (2500 plus GST@18%) and E-service charges INR 1180/- (1000 plus GST @ 18%) can be made by eligible bidders online. The interested bidders must remit the funds at least T+1 working day (Transaction + One Day) in advance before the expiry date & time of the respective events and make payment online to the beneficiary account number specified under the online generated challan.

The Bidders can submit their tender documents (Online) as per the dates mentioned in the key dates:

#### Key Dates / Mandatory timeline

S. No.	Particulars	Details (Date and Time)
1.	(i) Downloading of RFP / Tender document / Online bid preparation. (ii) Online payment of funds of Rs.2950/- plus Rs. 1,180/- RFP / Tender document & processing fee (2500 plus GST@18%) and E-service charges INR 1180/- (1000 plus GST @ 18%-) – Non-Refundable and required EMD of Rs.54000/ - refundable	01.04.2025 from 09:00 AM to 21.04.2025 by 05:00 PM
2	Last Date of receiving Queries for pre-bid meeting	The queries, if any, regarding the RFP has to be mailed before 08.04.2025 up to 05:00 PM to the following email: hboewwb@gmail.com
3	Pre-Bid Meeting	11.04.2025 at 11:00 AM to be held at Haryana Building & Other Construction Workers Welfare Board, Bays No. 29-30 (Pocket-II), Sector-4, Panchkula - 134 112
4	Submission of online Bid (start date and end date)	01.04.2025 from 09:00 AM to 21.04.2025 by 05:00 PM
5	Opening of Technical Bid	23.04.2025
6	Opening of the Financial Bid	Date, time and place to be intimated later to the technically qualified bidders

#### Important Note:

1. The bidders have to complete 'Application/Bid Preparation & Submission' on scheduled time as mentioned above. If any bidder fails to submit his/her bid along-with the requisite document fee, processing fee and EMD fee in the stipulated online

- time schedule for this stage, then application/bid status will be considered as 'Applications/bids not submitted'.
2. Bidders must confirm & check their application/bid status after completion of their all activities for e-bidding.
  3. All bidders participating in the bidding process should ensure that the key dates / mandatory timeline stipulated above is strictly adhered to by them.
  4. In the event of Bid opening day being declared a holiday / closed day, the Bids will be received/opened on the next working day at the same time.

## **INSTRUCTIONS TO BIDDERS ON ELECTRONIC TENDERING SYSTEM**

These conditions will over-rule the conditions stated in the tender documents, wherever relevant and applicable.

- 1. Registration of bidders on e-Procurement Portal:** All the bidders intending to participate in the tender / RFP process online are required to get themselves registered on the centralized e-Procurement Portal i.e. <https://etenders.hry.nic.in> . Please visit the website for more details.
  
- 2. Obtaining a Digital Certificate:**
  - i. The Bids submitted online should be encrypted and signed electronically with a Digital Certificate to establish the identity of the bidder bidding online. These Digital certificates are issued by an Approved Certifying Authority, by the Controller of Certifying Authorities, Government of India.
  - ii. A Digital Certificate is issued upon receipt of mandatory identity (i.e. Applicant's PAN Card) and Address proofs and verification form duly attested by the Bank Manager / Post Master / Gazetted Officer. Only upon the receipt of the required documents, a digital certificate can be issued. For more details, please visit the website- <https://etenders.hry.nic.in> .
  - iii. The bidders may obtain Class-III digital signature certificate from any Certifying Authority or Sub-certifying Authority authorized by the Controller of Certifying Authorities. For more details, please visit the website - <https://etenders.hry.nic.in>.
  - iv. The bidder must ensure that he/she complies by the available important guidelines available at the portal <https://etenders.hry.nic.in> for Digital Signature Certificate (DSC) including the e-Token carrying DSCs.
  - v. Bid for the tender / RFP must be submitted online using the digital certificate (Encryption & Signing), which is used to encrypt and sign the data during the stage of bid preparation. In case, during the process of the tender, the user loses his digital certificate (due to virus attack, hardware problem, operating system or any other problem) he will not be able to submit the bid online. Hence, the users / bidders are advised to keep a backup of the certificate and also keep the copies at safe place under proper security (for its use in case of emergencies).
  - vi. In case of online tendering, if the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered

equivalent to a no-objection certificate/power of attorney /lawful authorization to that User. The firm has to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per Indian Information Technology Act, 2000. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of the firm in the tender process as per Information Technology Act, 2000. The digital signature of this authorized user will be binding on the firm.

- vii. In case of any change in the authorization, it shall be the responsibility of management / partners of the firm to inform the certifying authority about the change and to obtain the digital signatures of the new person / user on behalf of the firm / company. The procedure for application of a digital certificate however will remain the same for the new user.
- viii. The same procedure holds true for the authorized users in a private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.

**3. Pre-requisites for online bidding:**

In order to operate on the electronic tender management system, a user's machine is required to be set up. For more details, please visit the website- <https://etenders.hry.nic.in> .

**4. Online Viewing of Detailed Notice Inviting Tenders:**

The bidders can view the DNIT (Detailed notice inviting tender) / RFP and the time schedule (Key Dates) for all the tenders floated through the single portal e-Procurement system on the Home Page at <https://etenders.hry.nic.in> .

**5. Key Dates:**

The bidders are strictly advised to follow dates and times as indicated in the online Notice Inviting Tenders / RFP. The date and time shall be binding on all bidders. All online activities are time tracked, and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and the time of the stage as defined in the online Notice Inviting Tenders.

**6. Online Payment of Tender- / RFP Document & Processing fee, E-service charges & EMD fees & Bid Preparation & Submission (Technical & Commercial/Price Bid):**

- i. **Online Payment of Tender / RFP Document Fee + Processing fee:** The online payment for RFP document and Processing Fee, e-service charges & EMD can be done using the secure electronic payment gateway. The Payment for RFP Document Fee and Processing Fee shall be made by bidders/Vendors online. Please refer to 'Online Payment Procedure' available at the Single e-Procurement portal of GoH (Govt. of Haryana) at <https://etenders.hry.nic.in>.
- ii. **PREPARATION & SUBMISSION OF online APPLICATIONS/BIDS:**
  - a) Detailed RFP document may be downloaded from e-Procurement website <https://etenders.hry.nic.in> and tender mandatorily be submitted online following the instruction appearing on the screen.
  - b) Scanned copies of Documents are to be submitted / uploaded for technical bid with proper page numbering under online Technical

Envelope. The required documents (refer to RFP) shall be prepared and scanned in different file formats (in PDF/JPEG/MS WORD format provided that file size is not exceed more than 10 MB) and uploaded during the on-line submission of Technical Envelope.

- c) FINANCIAL or Price Bid PROPOSAL shall be submitted mandatorily online under Commercial Envelope and original not to be submitted manually). For more details, please visit the website- <https://etenders.hry.nic.in>.**

## **7. ASSISTANCE TO THE BIDDERS**

For queries on Tenders Haryana Portal, kindly contact:

Tel: 0120-4200462, 0120-400102,

M: 8826246593

E-mail: support-eproc(at)nic(dot)in (support-eproc@nic.in)

Note- Bidders are requested to kindly mention the URL of the Portal and Tender Id in the subject while emailing any issue along with the Contact details. For any issues/clarifications relating to the tender published kindly contact the Tender Inviting Authority.

For any technical related queries please call at 24 x 7 Help Desk Number :0120-4001 002; 0120-4001 005; 0120-6277 787. International Bidders are requested to prefix 91 as country code.

Technical - support-eproc(at)nic(dot)in (support-eproc@nic.in)

Note: Contact e-Procurement helpdesk at least one day prior to the scheduled closing date and time of respective e-tendering event. Also, for queries related to e-payment of EMD, kindly contact the helpdesk at least two days prior to closing date and time of the respective event.

Intended bidders mandatorily required to register their queries, if there is any, pertaining to the online bidding on the single e-Procurement portal <https://etenders.hry.nic.in> .

### **NOTE:**

- A. Bidders participating in online tenders shall check the validity of their respective Digital Signature Certificates before participating in the online Tenders at the portal <https://etenders.hry.nic.in> .
- B. For more details, please visit the website- <https://etenders.hry.nic.in> .

## **8. ONLINE PAYMENT GUIDELINES**

The complete details for the online payments can be found on the website - <https://etenders.hry.nic.in>, under the head - Bidders Manual Kit and by downloading the file - Online Payment Procedure, where complete instructions along with screenshots are mentioned for the assistance of the bidders.

## **6. Opening of the Proposal**

The bids will be opened online as per the guidelines / procedure prescribed at <https://etenders.hry.nic.in> . The Board will constitute an Evaluation Committee (EC) to evaluate the bids. Only one representative with an authorization letter from the participating bidder will be allowed to attend the bid opening meeting. The FINANCIAL BID for only the eligible bidders will be opened online. The date for opening the financial proposal shall be intimated, accordingly, to the eligible bidders well in advance.

## **7. Evaluation of Proposal**

Two stage evaluation process will be conducted as explained below for evaluation of the proposals:

### **Preliminary Evaluation (1<sup>st</sup> Stage)**

Preliminary evaluation of the proposals will be carried out to determine whether the bid complies with the prescribed eligibility / pre-qualification criteria and whether the requisite documents/information have been properly furnished by the bidder or not. Submission of the following documents/information will be verified:

- Duly filled in Bid Submission Check List in Original (Annexure-I).
- Covering letter (TECH 1) on bidder's letter head requesting to participate in the selection process.
- RFP Document and Processing Fee, e-service charges and EMD as applicable.
- Copy of Certificate of Incorporation/ Registration of the bidder company / firm etc.
- Copy of PAN.
- Copy of Goods and Services Tax Identification Number (GSTIN).
- General Details of the Bidder (TECH 2).
- Financial Details of the bidder (TECH 3) along with all the supportive documents as applicable duly signed as per the instructions (including Copies of IT Return for the last three financial years i.e., FY, 2021-22, 2022-23 and 2023-24. Turnover Certificate from Chartered Accountant / Statutory Auditor / Photocopy of Audited financial statements: P/L and Balance Sheet).
- In case of the firm, Manufacturers authority letter from the OEM authorizing the bidder to take part in the bid is required (Tech-4).
- Power of Attorney (TECH 5) in favor of the person signing the bid on behalf of the bidder.
- List of completed assignments of similar nature (Past Experience Details, TECH 6) along with copies of contracts/work orders/completion certificate and payment document proof from previous Boards / organizations/state or central government authorities.
- Affidavit duly notarized declaring the non-blacklisting (Tech-7) status of the bidder.
- Technical Compliance undertaking from the OEM (Tech-8).

- Copies of Work order along with Go-Live certificate/ Project completion certificate issued by client for providing IT solution / platform to Central or State Government/ Public Sector Undertakings within India for the Last 5 Years.
- Copies of valid ISO/BIS certificate required issued by the Govt. Certifying authority.
- All the pages of the proposal and enclosures/attachments must be numbered and signed by the authorized representative of the bidder.

*\*Bids not complying with any of the above requirements will be out-rightly rejected at the discretion of the Board's authority.*

### **Evaluation of Technical Criteria**

<b>Sr. No.</b>	<b>Basic Requirements</b>	<b>Specific Requirements</b>	<b>Documents Required</b>
1	Registration	The bidder must be an organization registered under Indian Companies Act, 1956/2013 or a society registered under The Societies Registration Act, 1860 or the Haryana Registration and Regulation of Societies Act, 2012 or a trust registered under the Indian Trusts Act, 1882 or a Partnership Firm registered under the Indian Partnership Act, 1932 or a Limited Liability Partnership Firm registered under the Limited Liability Partnership Act, 2008.	<ul style="list-style-type: none"> <li>• Copy of Registration / Certificate of Incorporation</li> <li>• PAN Document</li> <li>• GST Certificate</li> </ul>
2	Operation and previous experience	The bidder must have been in operation for at least past three (3) Years as on the date of submission of the RFP in the field of providing Linux based Biometric devices. The Bidder or its OEM (themselves or through reseller(s)) should have cumulative supplied 50% of the bid quantity of Linux based Biometric Devices to any central/state government/public sector organizations in India during last 03 years (i.e. 2021-22, 2022-23 and 2023-24)	<ul style="list-style-type: none"> <li>• Copies of work orders/ Sanction Orders / MOUs / payment proof / Completion/ Experience Certificates or CA Certified Certificate/ Equivalent Documentary evidence should be provided as proof. Documents in other languages should be supplemented by an English translated copy along with original TECH 6.</li> </ul>
3	Turnover	The bidder should have an average annual turnover of a minimum of INR 2.00 Crore (INR. Two Crores) over the last Three Financial Years (FY 2021-22, 2022-23, 2023-24) and shall have	<ul style="list-style-type: none"> <li>• Photocopy of Certificate from Chartered Accountant / Statutory Auditor/ Audited financial statements for the three</li> </ul>

Sr. No.	Basic Requirements	Specific Requirements	Documents Required
		<p>filed ITRs for the last three years. No provisional balance sheet will be accepted.</p>	<p>previous financial years ending March 2024 i.e., FY 2021-22, 2022-23, 2023-24.</p> <ul style="list-style-type: none"> <li>• Original TECH 3.</li> <li>• Photocopy of ITR Filing</li> </ul>
4	Net Worth	The bidder should have a positive net worth for each of the last three financial years namely 2021-22, 2022-23 and 2023-24	The audited balance sheet and Profit & loss statement for financial year 2021-22, 2022-23 and 2023-24 are to be submitted as documentary evidence duly certified by statutory auditor.
5	Blacklisting	Bidder (s) should not be blacklisted by Central/ State Government / Public sector Undertaking etc.	Notarized Declaration as per TECH 7
6	Authorized Representative	A Power of Attorney in the name of the person signing the Proposal	Original Power of Attorney Notarized on INR 100/- Bond paper as per TECH 5
7	Technical Compliance	The OEM should provide the undertaking of technical specifications in compliance with the devices provided as per the RFP.	Technical Compliance undertaking should be provided by the OEM (Tech-8).
8	Manufacturer Authorization	<p>The Bidder must be a manufacturer i.e. Original Equipment manufacturer (OEM) - Or- Any firm can participate in this tender with the Manufacture's Authority letter of OEMs. Bidder can also be a startup as defined by Govt. of Haryana; Industries &amp; Commerce Department vide policy circular no. 2/2/2016-4IB-II dated 03.01.2019. The said policy circular is available on the website of DGS&amp;D, Haryana i.e <a href="http://dsndharyana.gov.in/en-us/Purchase/Rules-instruction-and-procedure/Instructions">http://dsndharyana.gov.in/en-us/Purchase/Rules-instruction-and-procedure/Instructions</a></p>	<p>Manufacturers Certificate/license in the case bidder is an OEM.</p> <p>Manufacturers authority letter authorizing the bidder as per Tech- 4</p> <p>In case of startups, the prior turnover and prior experience shall be applicable as defined by the Govt. of Haryana, Industries &amp; Commerce Department vide policy circular no. 2/2/2016-4IB-II dated 03.1.2019. The clause of OEM/authorized distributor/Dealer/ agent shall not apply for startups as startups have to bid directly.</p>



Sr. No.	Basic Requirements	Specific Requirements	Documents Required
9	ISO Certificates	The OEM/Bidder must have all relevant certificate such as BIS certificate and ISO certificate ISO/IEC 27001:2022, ISO 9001:2015 certificate.	Copies of valid ISO/BIS certificate required issued by the Govt. Certifying authority to be attached with the bid.
10	Operation and previous experience	The bidder should have experience of providing IT solution / platform to Central or State Government/ Public Sector Undertakings within India in the last 05 years for online Monitoring system essentially with API integrations to other systems. Bidder should have successfully designed, developed and provided support/ maintenance for such application with following financial criteria: (i) 2 Projects of value INR 50 Lakh or more OR (ii) 4 projects of value INR 25 Lakh or more each.	a) Work order along with Go-Live certificate issued by client should be submitted  OR  b) Project completion certificate issued by the client should be submitted.
11	Bid Processing Fee and RFP document fee (Non-Refundable) And EMD	The participating bidder will deposit the RFP document and processing Fee of INR 2950/- (2500 plus GST@18%), e-service charges of Rs. 1,180/- (1000 plus GST@18%) along with EMD of Rs. 1,30,000/- (One Lakh Thirty Thousand only) through online payment as per the details mentioned on the website <a href="https://etenders.hry.nic.in">https://etenders.hry.nic.in</a> under the head - <u>Bidders Manual Kit</u> and by downloading the file - <u>Online Payment Procedure</u> .	To be deposited online

### Grievance Redressal Mechanism for participating Bidders

1. After the final scrutiny of the Technical Bids by the competent authority, before opening of Financial Bid, the final status of the bidders being – ‘As per RFP / Not as per RFP’ will be intimated to all the participating bidders / firms. The decision will be conveyed to the bidders electronically at their registered E-Mail ID.
2. All the bidders who want to make any representation/ complaint against any issue related to their technical scrutiny of the bids may do the same within 5 working days

(up to 05:00 P.M. of the Fifth Working day) of the date of issue of letter/ intimation regarding their 'As per RFP / Not as per RFP' status. They have to ensure that their communication is delivered / reached within 5 working days and delay in postal or any other reason will not be counted as a valid reason.

3. The Board will examine the representation/ complaints so received from the bidders and take a final decision on the same.
4. The Board reserves the right to call eligible bidders for Presentation on Approach and Methodology, Live Demonstration of Technology, Devices etc.
5. After the completion of the Grievance Redressal Mechanism, the Financial Bid will be opened.
6. No representation / complaint in whatsoever manner from the bidders will be entertained after opening of Financial Bid.

### **Financial Evaluation (2<sup>nd</sup> Stage):**

The Financial Proposals / bids of only those bidder companies / firms, who are eligible, shall be considered. The financial bids of ineligible bidders shall not be opened. The Financial bids shall be opened as per online tendering process and the bidder with the lowest quoted price will be considered for contract negotiations. The financial bid quoted by the bidder should be inclusive of all taxes, duties etc. for which the Board shall make payment to the bidder.

## **8. Negotiation**

Negotiations to further lower the bid price will be held (if deemed necessary) at a suitable location in Chandigarh / Panchkula (to be communicated later) before the competent authority. The negotiations will be held as per the latest guidelines of Haryana Government / Directorate of Supplies & Disposals, Haryana. Representatives of the bidder conducting negotiations on behalf of the bidder must have written authority to negotiate and conclude the Contract as a pre-requisite for attendance at the negotiations. The invited bidder will confirm availability of its requisite Professional staff. Failure in satisfying such requirements may result in the Board proceeding to negotiate with the next-best bidder.

**Conclusions of Negotiations:** If the negotiations with the bidder are successful, then, the Board may consider awarding the contract to the bidder. However, if the negotiations fail with the aforesaid bidder, the Board will invite the next ranked bidder for negotiations.

## 9. Award of Contract

- a. After completion of the contract negotiation stage, the Board will notify the successful bidder in writing by issuing a proposal for letter of intent (LOI) / award of contract / offer letter for signing the contract.
- b. The successful bidder shall be asked to sign the contract after submission of Performance Bank Guarantee (PBG) and fulfilling all formalities within 15 days of issuance of the LOI / award of contract / offer letter.
- c. The Board shall notify all other bidders about the result of the selection process.
- d. After signing of the contract, no variation or modification of the terms of the contract shall be made except by written amendment signed by both the parties.
- e. The contract shall be valid for One (1) year i.e., Twelve Months from the date of signing of the contract.
- f. The contract can be further extended for next One (1) year based on satisfactory performance of the service provider and HBOCWW Board requirement as reviewed / determined by the Board and as mutually agreed upon by both the parties. If the contract is extended, fresh Performance Bank Guarantee will be submitted by the selected bidder.

## 10. Performance Bank Guarantee (PBG)

- a. Within Seven (7) working days of notifying the acceptance of a proposal for award of contract/ LOI, the successful bidder shall have to furnish a Performance Bank Guarantee amounting to **10% of the value of the contract** from a Scheduled/Nationalized Bank situated in Haryana in favour of "Secretary, Haryana Building & Other Construction Workers Welfare Board, Panchkula", as per the format at Annexure-II, for a period of Ninety (90) days beyond the entire contract period (i.e., PBG must be valid from the date of effectiveness of the contract to a period of 90 days beyond the contract period) as its commitment to perform services under the contract.
- b. The Bidder may deposit the 10% amount of work order value through NEFT/RTGS in the Bank account of the Board.

- c. The bank guarantee must be submitted after award of contract/LOI (Letter of Intent) but before signing of contract/agreement. The successful bidder must renew the bank guarantee on same terms and conditions in case of extension of the contract.
- d. Performance Bank Guarantee would be returned only after successful completion of tasks assigned to the selected bidder, and only after adjusting/recovering any dues recoverable/payable from/by the selected bidder on any account under the contract.
- e. Failure to comply with the requirements shall constitute sufficient grounds for the forfeiture of the PBG/money deposited in lieu of.
- f. The PBG shall be released within three months of expiry of contract, on production of project completion certificate issued by competent authority. There should be no breach of contract on the part of the bidder and no amount is payable to the bidder under the contract. No interest shall be paid on the PBG amount.
- g. On successful submission of performance guarantee @ 10% of work order value and after signing of the contract, the EMD of the successful bidder shall be returned without any interest.
- h. The sample format for the Performance Bank Guarantee is provided in Annexure II.

## **11. Conflict of Interest**

Conflict of interest may probably arise in the event of:

- a. Conflicting assignments, typically monitoring and evaluation / environmental assessment of the same project by the eligible bidder.
- b. Consultants, agencies, or institutions (individuals or organizations) who have a business or family relation with the Board directly or indirectly.
- c. Practices prohibited under the anti-corruption policy of the Government of India or the Govt. Of Haryana.

The bidders must be careful so as not to give rise to a situation where there will be any conflict of interest with the Board as this would amount to their disqualification and termination of contract.

## **12. Disclosure**

Bidders have an obligation to disclose all the facts which may have any bearing on the contract.

- a. Bidders must disclose if they are, or have been the subject of any proceedings (such as blacklisting) or other arrangements relating to bankruptcy, insolvency, or the financial standing of the Bidder, including but not limited to appointment of any officer such as a receiver in relation to the Bidder's personal or business matters or an arrangement with creditors, or any other similar proceedings.
- b. Bidders must disclose, if they have been convicted of, or are the subject of any proceedings relating to:
  - a criminal offence or other serious offence punishable under the law of the land, or if they have been found by any regulator or professional body to have committed professional misconduct.
  - corruption including the offer or receipt of an inducement of any kind in relation to obtaining any contract, or otherwise.
  - failure to fulfil any obligations in any jurisdiction relating to the payment of taxes or social security contributions.
- c. In addition of above, failure to disclose any important factual aspect may lead to disqualification of the bidder or termination of its contract.

### **13. Anti-corruption Measure**

- a. Any unwarranted effort by Bidder(s) to influence the Board in the evaluation and ranking of financial proposals, and recommendation for award of contract, will result in the rejection of the proposal.
- b. A recommendation for award of Contract shall be rejected if it is found that the recommended bidder is directly, or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question.
- c. In such cases, the Board shall blacklist the bidder either indefinitely or for a specific period, disqualifying it from participating in any related bidding process for the said period.

### **14. Language of Proposals**

The proposal and all related correspondence to be exchanged between the bidder and the Board shall be written in the English language. Supporting documents and printed literature that are part of the proposal may be in another language provided they are accompanied by

an accurate translation by certified translator of the relevant passages in English with self-certification for accuracy, in which case, for the purposes of interpretation of the Proposal, the translated version shall govern.

### **15. Cost of Bidding**

The Bidder shall bear all costs associated with the preparation and submission of its proposal. The Board shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. Bidder/s is/are not allowed to submit more than one proposal under the selection process. Alternate bids are also not allowed.

### **16. Legal Jurisdiction**

All legal disputes are subject to the jurisdiction of District Civil Court at Panchkula only.

### **17. Governing Law and Liquidated Damages**

The schedule given for delivery is to be strictly adhered to in view of the strict time schedule. Any delay in delivery shall render the bidder liable for liquidated damages and the Board shall also have an option of cancellation of the contract for pending activities and getting it completed from next bidder at the expense of defaulting bidder. The Board may deduct such sum from any money due or that may become due to the defaulting bidder. The payment or deduction of such sums shall not relieve the bidder from his obligations and liabilities under the contract. Please refer to Section II of RFP Terms and Conditions for Penalty and other charges.

### **18. Confidentiality**

Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the bidders who submitted the proposals or to other persons not officially concerned with the process, until the publication of the award of contract. The undue use by any Bidder of confidential information related to the process may result in rejection of its proposal and may be subject to the provisions of the Board's antifraud and corruption policy. During the execution of the assignment, except with prior written consent of the Board, the Bidder or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the contract.

## **19. Amendment of the RFP Document**

At any time before submission of proposals, the Board may amend the RFP by issuing an addendum / corrigendum through the website: <https://hrylabour.gov.in> . Any such addendum / corrigendum will be binding on all the bidders. To give bidders reasonable time to take an addendum / corrigendum into account in preparing their proposals, the Board may, at its discretion, extend the deadline for the submission of the proposals.

**Right to accept any proposal, and to reject any or all proposal/s.** The Board reserves the right to accept or reject any proposal, and to annul or amend the bidding / provide additional time period for submission of missing documents/selection/evaluation process and reject all proposals at any time prior to award of contract, without assigning any reason thereof and thereby incurring any liability to the bidders.

## **20. Copyright, Patents and Other Proprietary Rights**

Secretary, Haryana Building & Other Construction Workers Welfare Board shall have the exclusive right over all intellectual property, other materials which bear a direct relation to, or are prepared or collected in consequence of or during the execution of this contract. At the Board's request, the Bidder shall take all necessary steps to submit all such material to the Board in compliance with the requirements of the contract.

## **21. Force Majeure**

For purpose of this clause, "Force Majeure" means an event of act of God for which no party can be held accountable. If a Force Majeure situation arises, the service provider / agency shall promptly notify the Board in writing of such situation, the cause thereof and the change that is necessitated due to the situation. Until and unless otherwise directed by the Board in writing, the service provider / agency shall continue to perform its obligations under the contract as far as is reasonably practicable and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The service provider / agency shall advise the Board in writing, the beginning, and the end of the above causes of delay, within seven days of the occurrence and cessation of the Force Majeure condition. In the event of a delay lasting for more than one month, if arising out of causes of Force Majeure, board reserves the right to cancel the contract without any obligation to compensate the service provider / agency in any manner for whatsoever reason.

## **22.Settlement of Disputes**

The Board and the selected Bidder shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or arising from or in connection with the Contract within Thirty (30) days from the commencement of such informal negotiation. All dispute resolution proceedings shall be held at Panchkula, Haryana and the language of such proceedings and that of all documents and communications between the parties shall be in English. Secretary, Haryana Building & Other Construction Workers Welfare Board shall be the final authority to resolve the dispute arising between and the Board and the Selected Agency / service provider.

## **23.Disqualification of Proposal**

The proposal is liable to be disqualified in the following cases as listed below:

- a. Proposal submitted without RFP document and Processing Fee, e-service charges & EMD as applicable.
- b. Proposal not submitted in accordance with the procedure and formats as prescribed in the RFP.
- c. During validity of the proposal, or its extended period, if any, the bidder increases the quoted prices.
- d. Proposal is received in incomplete form.
- e. Proposal is received after due date and time for submission of bid.
- f. Proposal is not accompanied by all the requisite documents/information.
- g. Bids with any conditional technical or financial offer.
- h. If the bidder provides any assumptions in the financial proposal or qualifies the commercial proposal with its own conditions, such proposals will be rejected even if the commercial value of such proposals is the lowest / best value.
- i. Proposal is not properly signed.
- j. Proposal is not conforming to the requirement of the term of reference / scope of the work of the assignment.
- k. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at one or any point of time during the bid process.



- I. If, any of the bid documents, excluding the commercial / financial bid, submitted by the bidder is found to contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bidder or if any person acting on its behalf is found to be indulged in corrupt and fraudulent practices.
- m. Any other condition / situation which holds the paramount interest of the Board during the overall selection process.

## **Section II: Terms of References**

The Labour Department of Haryana, under the Antodaya Aahar Yojana, is operating Labour Food Canteens across the state through the Haryana Building & Other Construction Workers Welfare Board (HBOCWFB) and the Haryana Labour Welfare Board. Currently, **119 Labour Food Canteens are functional across 21 districts in Haryana**. These canteens are managed by women-led Self-Help Groups (SHGs) at the district level. On average, over 8,00,000 thalis are served monthly to workers, laborers, and the underprivileged.

The Government of Haryana has announced plans to increase the number of Labour Food Canteens to 250 by 2027. This expansion aims to significantly enhance the reach and accessibility of providing healthy and nutritious vegetarian thalis at a nominal cost service, catering to approximately 50,000 workers daily. With this aim, The Haryana Building & Other Construction Workers Welfare Board invites proposals from reputed organizations with a proven track record to implement an AI-powered Biometric/Face Recognition System at each canteen, along with establishing a centralized command centre at the headquarters. The system will include features such as GPS-based tracking and location services, cloud-based storage of archived data for 3–4 years, and duplicate detection through face recognition technology. It will also provide role-based access to data, scheduled time-based services, and real-time monitoring capabilities. Additionally, the system will generate Management Information System (MIS) reports to support analysis, biometric face counting using eye-blink detection, and automated subsidy calculation. The MIS reports generated by this system will serve as a valuable tool for data analytics, beneficiary pattern mapping,

actionable insights, and account audits, ensuring transparency, accountability, and efficiency in the management of the Labour Food Canteens.

The primary beneficiaries of the project will be the workers, laborers, and the underprivileged who are working in the state of Haryana. Since there is currently no technology-based system for beneficiary identification, counting, or invoice verification within the department, the Haryana Building & Other Construction Workers Welfare Board invites proposals for the engagement of a service provider for implementing AI-Based Biometric Solution at 119 Labour Food Canteens across the state of Haryana. The details are as under:

### **1. Biometric Face Devices**

The objectives of the Biometric devices are:

- i. The system ensures unique identification through face scanning operating in configurable time slots to manage meal access and prevent duplicate entries.
- ii. The system will store timestamped data securely and provides real time and historical reports categorized by date, time and locations.
- iii. The solution should log real-time visitor logs, photo storage, location tracking and questionnaire support.
- iv. The solution should have the transaction capacity of 400,000 entries or more and should be able to provide the recognition speed  $\leq 0.2$  seconds.

#### **The following will be scope of work / responsibility of the bidder / service provider:**

- i. The primary obligation of the service provider / bidder will be to provide the AI-powered Biometric/Face Recognition System in the Labour Food Canteens across the state.
- ii. The service provider has to ensure required training is to be conducted within 10 days of installation. The service provider shall submit the training schedule to HBOCWFB.
- iii. These training courses are to be made mandatory for any new canteen operator. The exact location and period of training shall be finalized by the department. The training content may be revised/updated for improvements from time to time as per the requirement of HBOCWFB.
- iv. The service provider shall submit the hard copy of the required standard and customized reports to the concerned Nodal Officer of HBOCWFB. The format of these reports will

be proposed by the service provider and approved by HBOCWVB during the Service Level Agreement (SLA).

- v. APIs should be provided to IT staff of HBOCWVB/Department to fetch MIS and generate ad hoc /need based reports.
- vi. Technical documentation and knowledge transfer will be part of capacity building exercise to the IT staff of HBOCWVB/department.
- vii. The Biometric system so installed by the bidder must collect offline data in the event of poor or no connectivity with the cloud and securely transmit it to the server once connectivity is restored. Additionally, an online cloud-based data of 03 years should be maintained to support data analytics, audit trails etc.
- viii. The service provider will be responsible for training of Administrative, operational, IT Team etc. as required by the board.
- ix. The service provider is responsible for providing quality services as per the HBOCWVB requirements / initiatives. The performance will be reviewed by HBOCWVB /Department, based on which further improvements in the process may be made. Random calls to the establishments / workers for review of the performance of the services provided by the service provider may be made by HBOCWVB.
- x. The service provider is responsible for fully functional, operational devices to be installed, device maintenance, warranties, etc. It must be ensured that the biometric devices and the equipment's are in good condition and properly working during the tenure of the contract. Other operations like record keeping and providing reports to HBOCWVB are also the responsibility of the service provider.
- xi. The scope of the work is in iterative mode.

## 2. Technical specification and other requirements of Biometric Device

The specifications mentioned hereunder are bare minimum requirement. Bidders are encouraged to offer better specifications in this bid or subsequently during the period of tender/rate contract. Technical compliance to be provided on OEMs letterhead with signatures, name, email, contact number of Authorized signatories.

### A. Technical Specification

Sr. No	Technical Parameter / Specification	Recommendation
1	Screen	5-inch Colour Touchscreen or more
2	Input Mode	Touch Keyboard

3	Operation System	Linux 4.19 or later
4	Processor	ARM Cortex-A7 800MHz or higher
5	Memory	<b>RAM:</b> 256MB DDR3 or higher <b>Storage:</b> 4GB eMMC Flash or higher
6	Binocular Camera	2MP Colour Camera or higher + 2MP Infrared Camera or higher. LED Soft light automatic fill light in dark environment
7	Live detection	Dynamic dual-camera anti-counterfeiting, to prevent all kinds of black-and-white.
8	Verification	Face Recognition Password Authentication ID Card Verification
9	Face Recognition Performance	<b>Accuracy:</b> 99.70% or higher <b>Speed:</b> ≤ 0.2s or better <b>Recognition Distance:</b> 0.5m - 2.5m or better
10	Security Features	AI Based Dual-camera anti-spoofing multi-task cascaded convolutional neural network face algorithm
11	Imaging & Light Handling	Wide Dynamic Range (WDR) for accurate face recognition under varying light conditions
12	Connectivity	<b>Wired &amp; Wireless:</b> TCP/IP, Wi-Fi, 4G SIM, Built-in GPS Module <b>Ports:</b> USB 2.0 or higher (supports U-disk data import/export)
13	Power & Battery	<b>Power Supply:</b> DC 12V 2A <b>Battery Support:</b> Mini UPS & External Battery Compatible
14	Mounting & Enclosure	Biometrics Safety Cover Mountable Box
15	Software	Local software and web-based cloud configurable software
16	Access Control Function	Lock output Doorbell output
17	Operating Environment	<b>Working Temperature:</b> 0°C to +40°C or better <b>Working humidity:</b> 20% ~ 85% or better
18	Multiple Language	Hindi, English & at least one regional language

- The bidder must ensure that the offered model must meet all the laid down criteria of the tender specifications meeting latest technical specifications and technology.
- The offered customised model/device should not be more than 06 months old from the date of decision of the tender at the level of Appropriate Authority.
- The device should be able to store the data locally and should sync the data available on the device to the Centralized Server where software is hosted; through mobile data/Wi-Fi/Internet/Intranet.
- The device should have at least 6 hrs battery backup with alternative power source for smooth operation of the device.

- The bidder / service provider will have to develop a module for online standardized and need based reporting including periodic parameter-based Invoice generation etc., the Board will provide their inputs to bidder for establishing this system.
- The Dashboard to be provided by the service provider which must include wizard-based reporting on which department can operate as per their requirement and need basis.
- The Service provider shall provide the necessary hardware & software to the Board.

### **3. Capacity/Software Parameters**

The biometric device should be provided with the in-built software which should include but not limited to Multiple user Login with Access Limit, Activity Log, full Biometric control, Multiple Log Report, Backup Api, Counting and log External Api. The bare minimum performance parameters provided should be as below:

- Logs/Transaction capacity: 400,000 entries or more
- Recognition speed: ≤ 0.2 seconds.
- Recognition distance: 0.5-2.5 meters.
- At most 5 people face recognition at same time.
- Mask detection and multi-face recognition.

Software provided must be web-based solution. The software provided should be capable of making generation of various ad-hoc reports to be made available to the HBOCWVB. Software must incorporate following specifications:

- Real-time Live visitor Log report with GPS.
- MIS Reports with Photo Capturing.
- Device Location and User location report with distance locator.
- Report with Questionary wise which should include parameters like Device ID, Canteen Type, Canteen Name/Location, User ID, Mode of biometric captured, Category, Date & Time, GPS Location, Photo of captured individual, etc.
- The software must have provision of API (application programming interface).
- The software should be capable of various Management Information System (MIS) reports to support analysis, biometric face counting using eye-blink detection, and automated subsidy calculation.

- The software should be capable of generating invoicing reports to ensure accurate identification of beneficiaries, eliminate duplicity, enable precise billing and invoicing.
- The software must have provision to be modified as per the requirement of HBOCWVB from time to time.
- All and any data of workers, establishments, etc. used or captured by the service provider during the operations of the project belongs to HBOCWVB. The ownership of the data will be of HBOCWVB. The data will not be used by the service provider for any purpose, except for the intended purpose of the RFP, nor the data will be shared with any other party.
- The locations of installation of devices shall be finalised by HBOCWVB.
- The SIM card cost (If any) for the connectivity of the biometric devices will be in the scope of department/Board.
- All the administrative support during the operations period will be provided by the department (HBOCWVB).
- Minimum specifications required for the installation of the software including the operating system, tools etc should be provided by the service provider as and when required by the HBOCWVB.

The service provider should enable the capturing and integration of biometric face identification and GPS data of workers during testing. It should also include an integrated dashboard featuring customizable report wizards for downloading reports, JSON data, and facilitating the tracking of improvements or analysis of trends based on locations, workers, etc.

#### 4. Other Terms and Conditions

1. Initially, 119 Labour Food Canteens (both Base & Mobile food vans) are functional across 21 districts in Haryana, with the possibility of further may extending up to 250 Labour Food Canteens by 2027. The number of devices will be allocated as per the districts, based on the data available with the HBOCWVB as per the table below:

Sr.No	District	Total Canteens Per District
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Sr.No	District	Total Canteens Per District
1	Ambala	2
2	Bhiwani	3
3	Faridabad	15
4	Fatehabad	1
5	Gurugram	26
6	Hisar	5
7	Jhajjar	5
8	Jind	2
9	Kaithal	3
10	Karnal	4
11	Kurukshetra	3
12	Mahendragarh	2
13	Mewat	5
14	Palwal	5
15	Panchkula	4
16	Panipat	9
17	Rewari	7
18	Rohtak	3
19	Sirsa	1
20	Sonipat	9
21	Yamunanagar	5
<b>Total Food Canteens</b>		<b>119</b>

Note: The above allocation is tentative, and the actual allocation will be finalized at later stage based on data and requirement of the Board.

2. All the maintenance cost / warranties etc. of the biometric devices will be borne by the bidder / service provider since biometric devices are to be provided by the bidder and shall be under their scope.
3. The bidder / service provider will ensure periodic maintenance of the biometric devices and shall always keep the device in perfect running condition and make sure about 25% such configured devices always in stock with bidder.
4. BIDDER/OEM must have Dedicated/toll Free Telephone No. for online Service Support.
5. All records maintained by the bidder / service provider regarding operations of the devices will be made available to the HBOCWFB.
6. Change Request

- i. In the event of a major scope change after rolling out (In case of new/existing requirements) involving significant time and effort over and above the routine maintenance and support, the selected bidder shall facilitate the assessment of impact justify the effort involved. The request for change requests shall be accepted by HBOCWVB in such cases.
- ii. The change request will also be applicable in case the purchaser wants to enhance the scope of work/engagement of additional resources.
- iii. It is to be noted that the Change Request (CR) will be estimated based on the man-month effort mutually agreed by the purchaser & the selected bidder. The total Change Request (If any) is capped at maximum 25% of the total contract value.

**7. Payment Terms**

- I. The Service provider / bidder must submit written requests for payment to Secretary, HBOCWVB together with an invoice that appropriately describes the services delivered / performed as per scope of work. The proforma of the invoice with a clear proforma of services delivered will be proposed by the service provider for approval by HBOCWVB, during the Service level Agreement.
- II. All payments will be made to the Bidder / service provider through the Office of HBOCWVB. 30% of the payment will be made upon FOR delivery of the biometric devices at canteen locations and duly verified by the district officials.
- III. The 50% payment will be released after receipt of successful installation, commissioning of devices, training of concerned district officials/officers and customized MIS reports after verification by HQ.
- IV. The balance 20% payment will be released after 03 months of achieving all the milestones and satisfactory performance of the system.
- V. The Service provider should be aware of the applicable taxes. The account Officer will issue a certificate detailing tax deduction as per law. Final Bill settlement and refund of BG / adjustment will be made after completion of all contractual obligations.
- VI. The Bidder / service provider will have to make investment on its own, to procure the biometric devices as per the requirement. The Board will NOT make any advance payment towards procurement or any service.
- VII. Payment Mechanism: The payment for services shall be made in INR:

<b>Payment Terms</b>		
Milestone-1	On signing of agreement, submission of PBG and delivery of all AI-powered biometric devices with pre-configured, customizable firmware and In-	30 % of Work Order Value



	built GPS at canteen sites.	
Milestone-2	On successful Installation & commissioning of devices, training, capacity building and customized reports after verification by the concerned department	50 % of Work Order Value
Milestone-3	After 3 Months of the successful completion and satisfactory performance of installed system under Milestone-2	20% of work order value

## 5. Service Level Agreement (SLA)

This section describes the service levels to be established for the services offered by the service provider to the department. The service provider should monitor and maintain the stated service levels to provide quality service to the department. The Service Level Agreements (SLAs) definition facility must support defining a set of one or more service guarantees that specify the Service obligations stipulated in an SLA contract for a particular time period. The key service level requirements for the system need to be ensured by the service provider during the operations period.

- I. The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements.
- II. Call should be logged for any hardware/software failure in the biometric devices. The failure of faulty hardware or software should be logged or escalated with OEM vendor or concerned Department within 1 day/24 hours for the faulty devices.
- III. Provide monthly SLA compliance reports, monitoring and maintenance related MIS reports by the 1st week of the following month.
- IV. Support for any failure in biometric devices should be completed within 7 business days of notification by the Department.
- V. Replacement of hardware equipment shall be done within 07 days of demand raised by the department for the in place of equipment's which have failed on Two or more occasions in a period of 03 Months or Four times in a period of six months.
- VI. The scheduled operation time of the devices deployed shall be operating hours of the canteen.
- VII. Availability of the critical client site hardware infrastructure components at all the implementation sites shall be at least 95%.
- VIII. Any downtime where resolution has dependency on the department will have an exception from the defined SLAs.

## Section III- Technical Proposal Submission forms

### Tech 1: Covering Letter

Date-

RFP No.: -

To

**The Secretary,  
Haryana Building & Other Construction Workers Welfare Board,  
Bays No: 29-30, Sector 4, Panchkula.**

**Subject: Proposal Cover Letter**

Dear Sir,

Ref: e-tender/.....

I, the undersigned, offer to provide the services for the proposed assignment in respect to your Request for Proposal No.: \_\_\_\_\_, Dated: \_\_\_\_\_. I hereby submit the proposal on the eProcurement System of Haryana - <https://etenders.hry.nic.in>. Our proposal will be valid for acceptance up to **180 Days from the date of opening of technical proposal** 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 this technical proposal are true and correct and I accept that any misinterpretation on my behalf 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 the proposal submitted by us. Our proposal is binding upon us and subject to the modifications resulting from negotiations which will take place in accordance with the RFP document.

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

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

Yours Sincerely,

**Authorized Signatory with Date and Seal:**

**Name** : \_\_\_\_\_

**Designation** : \_\_\_\_\_

**Address of Bidder** : \_\_\_\_\_

**Contact Number of Bidder** : \_\_\_\_\_

**Email id of Bidder** : \_\_\_\_\_

## Tech 2: Bidder's Organization (General Details)

S.No.	Description	Full Details
1	<b>Name of the Bidder</b>	
2	<b>Address for communication:</b> Tel: Email id:	
3	<b>Name of the authorized person Signing &amp; submitting the bid on Behalf of the Bidder:</b> Mobile No: Email id:	
4	<b>Registration / Incorporation Details</b> Registration No: Date & Year:	
5	<b>Local office in Haryana If Yes, please furnish contact details</b>	Yes/No
6	<b>RFP document and bid processing Fee submitted through the online process:</b> Amount: Bank name: Account holder name: Through: RTGS / NEFT / any other Date:	
7	<b>EMD submitted through the online process:</b> Amount: Bank name: Account holder name: Through: RTGS / NEFT / any other Date:	
8	<b>PAN Number</b>	
9	<b>Goods and Services Tax Identification Number (GSTIN)</b>	
10	<b>Willing to carry out assignments as per the Term of Reference and Scope of Work of the RFP</b>	YES
11	<b>Willing to accept all the terms and conditions as specified in the RFP</b>	YES

### Authorized Signatory with Date and Seal:

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

Address of Bidder : \_\_\_\_\_

Contact Number of Bidder : \_\_\_\_\_

Email id of Bidder : \_\_\_\_\_

*Bidders should upload / submit the required supporting documents as mentioned above and in the RFP. Non-submission of any required documents will lead to rejection of the bid.*

### Tech 3: Bidders Financial Details

#### Annual Average Turnover Statement

(To be furnished in the letter head of the Chartered Accountant)

Name of the Agency:				
Financial Information (INR)				
Details	FY 2021-22*	FY 2022-23*	FY 2023-24*	Average of FY 21-22, 22-23 and 23-24
Turnover (in Crores)				
<b>*Provisional audited statement shall not be considered.</b>				
<b>Supporting Documents:</b>				
Audited Certified financial statements for the last three FYs (Submission of copies of Income & Expenditure Statement, P/L and Balance Sheet for the respective financial years is mandatory along with this form).				
<b>Filled in information in this format must have to be jointly certified and sealed by the CA and the authorized representative of the bidder and to be furnished along with the technical proposal, failing which the proposal will be out rightly rejected.</b>				

Signature and Seal of the Company Auditor / Chartered Accountant with Date in original

Name of Chartered Accountant / Authorized Signatory of Company Auditor

[In full initials with Date and Seal]: \_\_\_\_\_

Membership No. Chartered Accountant / Authorized Signatory of Company Auditor

**UDIN No.:**

**Bidders should submit the required supporting documents as mentioned above and in the RFP. Non - submission of any required documents will lead to rejection of the bid.**

## Tech-4: Certificate of Authorization Certificate

Date-

RFP No.: -

To

**The Secretary,  
Haryana Building & Other Construction Workers Welfare Board,  
Bays No: 29-30, Sector 4, Panchkula.**

**Subject: Manufacturer Authorization Certificate**

Dear Sir,

Ref: e-tender/.....

This is to certify that I/We am/are the Original Equipment Manufacturer in respect of the products listed in the proposal. I/We confirm that

- <Name of the Bidder> have due authorization from us to provide product(s) and related services of warranty, licensing and maintenance as required in this tender.
- We endorse the warranty, contracting and licensing terms provided by <Name of Bidder> as per the requirement of this tender.
- We further undertake that we as an OEM we extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the equipment and services offered against this invitation for tender offer by the above bidder in case the bidder fails to do the same for any reason.

**Authorized Signatory with:**

**Date and Seal**

**Name** : \_\_\_\_\_

**Designation** : \_\_\_\_\_

**Address** : \_\_\_\_\_ **(Affix the Official Seal of the Bidding Company)**

## Tech 5: Format for Power of Attorney

(Notarized on INR 100.00 Stamp Paper)

I, \_\_\_\_\_, the \_\_\_\_\_ (Designation) of (Name of the Organization) in witness where of certify that **<Name of Person>** is authorized representative of **<Name of Organization>**, **<Designation of the Person>** of the company under the authority conferred by the **<Notification/ Authority order no.>** Dated **<date of reference>** and he has been authorized by the **<Name of Organization>** to enter into agreements / contracts and execute various sorts of documents on behalf of **<Name of Organization>**, Has signed this Power of Attorney at **<Place>** on this day of **<Day><month><year>**.

The signatures of **<Name of Person>** in whose favour authority is being made under the attorney given below are hereby certified.

Name of the Authorized Representative:

**(Signature of the Authorized Representative with Date):**

\_\_\_\_\_

CERTIFIED:

**Signature, Name & Designation of person executing attorney:**

***Address of the Bidder:***

## Tech 6: Bidder's Experience

S. No.	Name of the Customer*	Order No. & Date	Item Name	Manufacturer	Quantity	Value of Contract

The documentary proof will be copies of the purchase order during the last 3 Years.

Authorized Signatory with:

Date and Seal

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

Address of Bidder : \_\_\_\_\_

Contact Number of Bidder : \_\_\_\_\_

Email id of Bidder : \_\_\_\_\_

## Tech 7: Affidavit Format for Not Blacklisting

(Notarized on INR.100/- Non-Judicial Stamp Paper)

### Affidavit

Date-

RFP No.: -

To

**The Secretary,  
Haryana Building & Other Construction Workers Welfare Board,  
Bays No: 29-30, Sector 4, Panchkula.**

**Subject: Affidavit Format for Not Blacklisting**

Dear Sir,

Ref: e-tender/....

I, M/s. \_\_\_\_\_ (the name of the Organization) having registered office at \_\_\_\_\_, < HQ address of the Organization > do hereby certify and confirm that we or any of our promoter(s) / Director(s) are not barred by Govt. of Haryana / or any other entity of Government of Haryana or blacklisted by any State Government or Central Government / Department / District Administration / Organization in India from participating in Tenders as on the \_\_\_\_\_ (Date of Signing of this proposal).

**Authorized Signatory with Date and Seal:**

**Name** : \_\_\_\_\_  
**Designation** : \_\_\_\_\_  
**Address of Bidder** : \_\_\_\_\_  
**Contact Number of Bidder** : \_\_\_\_\_  
**Email id of Bidder** : \_\_\_\_\_



## Tech 8: Technical Compliance on OEM Letter Head

Date-

RFP No.: -

To

The Secretary,  
Haryana Building & Other Construction Workers Welfare Board,  
Bays No: 29-30, Sector 4, Panchkula.

**Subject: Technical Compliance**

Dear Sir,

Ref: e-tender/....

I/We M/S----- having registered office at (Address of the registered office) and local office at (Address of the local office), hereby declare and confirm that the specifications of the items offered match/exceed the ones quantified as minimum requirements in the Tender document.

S. No.	Technical Specifications	Compliance (Yes/No.

**Note: The Compliance of the product should be submitted as per Technical Specification of each category on OEM letterhead.**

**Authorized Signatory with Date and Seal:**

**Name** : \_\_\_\_\_

**Designation** : \_\_\_\_\_

**Address of Bidder** : \_\_\_\_\_

**Contact Number of Bidder** : \_\_\_\_\_

**Email id of Bidder** : \_\_\_\_\_

## Section IV: Format of BOQ for Financial Bid

Date-

RFP No.: -

To

The Secretary,  
Haryana Building & Other Construction Workers Welfare Board,  
Bays No: 29-30, Sector 4, Panchkula.

Subject: Format of BOQ for Financial Bid

Dear Sir,

Ref: e-tender/...

As a part of the Bid for the subject work, we offer our Price Bid to Haryana Building & Other Construction Workers Welfare Board, as follows:

S. No.	Particulars	Quantity	Rates to be quoted including all taxes in Rs.
1	Supply of an AI-powered biometric device with pre-configured, customizable firmware, GPS, and offline connectivity, fully meeting the functional requirements outlined in the scope. Includes installation, commissioning, training, and cloud-based software hosting at Department Server.		Rs. _____ per words _____

- a) The above Price shall be inclusive of all cost associated with supply of material and associated cost towards warranty period post commissioning.
- b) The Price includes all related tools, all hardware equipment's, cables, structural frames as per site requirement.
- c) We agree to bind by this offer if we are selected as the preferred bidder.

### Authorized Signatory with Date and Seal:

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

Address of Bidder : \_\_\_\_\_

Contact Number of Bidder : \_\_\_\_\_

Email id of Bidder : \_\_\_\_\_

## Section V: Annexures

### Annexure I: Bid Submission Checklist

Bidders shall ensure the upload of the required supporting documents in the appropriate envelopes (w.r.t. Technical Proposal and Financial Proposals). Bidders should submit the required supporting documents as mentioned below by arranging the documents serially in the following order, indexing it appropriately, page s of all the bids documents being numbered, mentioning the same page numbers in the column "Page No" against the particulars in the check list as mentioned below for ease of scrutiny. Each page should be numbered and signed (in full) by authorized representative (as per TECH 4). The proposal must be complete in all respect and spiral bound. Bids not conforming to the eligibility criteria and non-submission of the required documents as listed below will lead to rejection of the bid. Submission of forged documents will also result in rejection of the bid. Bidders are advised to study all instructions, forms, terms & conditions, and other important information as mentioned in the RFP Document.

S.No.	Description	Submitted (Yes/No)	Page No.
	<b>Technical Proposal (Original)</b>		
1	Filled in Bid Submission Check List (ANNEXURE I)		
2	Covering Letter (TECH 1)		
3	RFP document and Processing Fee of INR. 2950/- (2500 plus GST@18%) E-service charges INR 1180/- (1000 plus GST @ 18%)		
4	EMD of INR. 1,30,000/-		
5	Copy of Certificate of Incorporation / Registration of the Bidder		
6	Copy of PAN		
7	Copy of Goods and Services Tax Identification Number (GSTIN)		
8	Copy of IT Returns for last 3 FYs (21-22 & 2022-23, 2023-24)		
9	General Details of the Bidder (TECH 2)		
10	Financial details of the Bidder (TECH 3) along with all the supportive documents such as copies of Profit-Loss Statement and Balance Sheet for the concerned period		
11	Manufacturers authority letter from the OEM authorizing the bidder as per TECH 4.		
12	Power of Attorney (TECH 5) in favour of the person signing the bid on behalf of the bidder		
13	List of completed assignments of the similar nature (Past Experience details) (TECH 6) along with photocopies of work orders / experience certificates for the respective assignments etc.		
14	Affidavit Format for Not Blacklisting (TECH 7)		
15	Technical Compliance undertaking from the OEM (TECH 8).		
16	ISO certificates for the bidder.		
17	Copies of Work order along with Go-Live certificate/ Project completion certificate issued by client for providing IT solution / platform to Central or State Government/ Public Sector Undertakings within India for the Last 5 Years		

18	Signed and stamped copy of complete RFP as an agreement to all the terms and specifications mentioned in the RFP		
19	<b>Financial Proposal / Bid as per Annexure Section-IV</b>	<b><u>Only to be submitted online</u></b> - YES	NA

**Undertaking:**

- All the information has been submitted as per the prescribed format and procedure.
- Each part has been separately bound with no loose sheets and each page of all the two parts are page numbered along the Index Page.
- All pages of the proposal have been sealed and signed (in full) by authorized representative and have been uploaded online.

**Authorized Signatory with:**

**Date and Seal**

**Name** : \_\_\_\_\_

**Designation** : \_\_\_\_\_

**Address of Bidder** : \_\_\_\_\_

**Contact Number of Bidder** : \_\_\_\_\_

**Email id of Bidder** : \_\_\_\_\_

## Annexure II: Performance Bank Guarantee Format

[Location, Date]

To,

**The Secretary,  
Haryana Building & Other Construction Workers Welfare Board,  
Panchkula.**

WHEREAS.....(Name and address of the Bidder/Agency) (hereinafter called "the bidder/Agency") has undertaken, in pursuance of RFP no. ...., dated.....to carry out / provide the service.....(description of services)(herein after called "the contract").

AND WHEREAS it has been stipulated by .....(Name of the Board) in the said contract that the Bidder/Agency shall furnish you with the bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract.

AND WHEREAS we 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 Bidder/Agency, up to a total of .....(amount of the guarantee in words and figures), and we undertake to pay you, upon first written demand declaring the Bidder/ Agency to be in default under the contract and without cavil or agreement, any sum, or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or 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/Agency before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder/Agency 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 performance guarantee shall be valid until the .....day of .....(month and year),

Our Branch at.....(Name & address of the Bank) is liable to pay the guaranteed amount depending on the filing of claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our.....branch a written claim or demand and received by us at our.....branch on or before Dt.....otherwise bank shall be discharged of all liabilities under this guarantee thereafter.

.....  
**(Signature of the authorized officer of the Bank)**

.....  
**Name and designation of the officer**

.....  
**Seal, Name & address of the Bank & Branch**