

**M P STATE ELECTRONICS DEVELOPMENT CORPORATION LTD**  
(A Govt. of M.P Undertaking.)

**Tender Document**

**For**

**Supply of Biometric Devices (USB Optical Finger Print Live  
Scanner) for User Identification and Authentication for e-District  
project**

(Tender no. MPSEDC/MKT/2010/185)

(All pages of this document except for Commercial-bid to be submitted in original duly signed on each page along with the technical bid envelope. The Commercial bid in original is to be enclosed in a separate sealed envelope)

**M.P. State Electronics Development Corporation Ltd.**  
147, Zone-I, M.P. Nagar, Bhopal-462011 (M.P.)  
Ph. No. 0755-2769816, 2769823  
Fax: 0755-2769824

**Technical Bid**  
**INVITATION FOR BIDS**

1. Addl. Chief General manager, MPSEDC Ltd., Bhopal invites sealed bids, under two envelopes system, from bidders for Supply of Biometric Devices (USB Optical Finger Print Live Scanner) for User Identification and Authentication for e-District project. Interested bidders may obtain further information from the office of MPSEDC Ltd., Bhopal Bids are invited for the work mentioned hereunder:

<b>Sl. No.</b>	<b>Items</b>	<b>Description</b>
a	Scope of Work	Supply of Biometric Devices (USB Optical Finger Print Live Scanner) for User Identification and Authentication for e-District project
b	Cost of bid document	Rs.1000.00 (non-refundable) by Demand Draft/Cash
c	Sale of bid documents	Date 2.8.10 to 12.8.10(Between 10.30 AM to 5.30 PM)
d	Last date of submission of bid	Date 13.8.10 up to 3.00 PM.
e	Date of opening of technical bid	Date 13.8.10 at 4.00 PM.
f	EMD	Rs. 1,00,000/- in the form of Demand Draft payable to MPSEDC Ltd at Bhopal
g	Place of opening of bids:	Office of MPSEDC LTD., 147, Zone-1, Maharana Pratap Nagar, BHOPAL (M.P.)
h	Address for communication:	MPSEDC LTD., 147, Zone-1, Maharana Pratap Nagar, BHOPAL (M.P.)

Note: Tender can be downloaded from the website [www.mpsedc.com](http://www.mpsedc.com). In case tender form has been downloaded from the website, the tenderer will have to enclosed a Demand Draft of Rs.1,000/- (Rupees One Thousand only) of any scheduled bank in favor of MPSEDC Ltd. payable at Bhopal.

**\*Any future Corrigenda/Information shall be posted only on our website [www.mpsedc.com](http://www.mpsedc.com)**

## Letter for Submission of tender

To  
MPSEDC  
147 Zone I, M P Nagar  
Bhopal (M P)

Dated ----- ,2010.

Ref: "Supply of Biometric Devices (USB Optical Finger Print Live Scanner) for User Identification and Authentication for e-District project against tender No MPSEDC /mkt/2010/ 185 dated 2.8.10 due for opening on 13.8.10

Dear Sir,

Having examined the tender document relating to the Supply of Biometric Devices (USB Optical Finger Print Live Scanner) for User Identification and Authentication as detailed in your tender, Conditions and scope of supply, Specifications etc., and having understood the provisions and requirements relating to the supply and all other factors governing the tender, We hereby submit our offer for the supply of the proposed items in accordance with terms and conditions and confirm our acceptance to execute the order within the time period specified in the tender document, at the rates quoted by us in the accompanying Technical & commercial Bid.

If, after the tender document is accepted, we fail to complete the supply of the items as per the order. We agree that, M/s. MPSEDC LTD. Bhopal shall have full authority to forfeit the earnest money and cancel our order with no obligation on their part.

We confirm having deposited earnest money of Rs 1,00,000 (Rupees One lakhs only) by Demand Draft No.....dated ..... drawn on .....Bank ..... Branch attached here to, and general information required are as per annexure attached.

We further confirm that –

- i. We have sufficient qualified manpower and necessary materials and after sales support to execute the order efficiently in the specified time schedule.
- ii. The quoted rates shall be valid till the completion of the order but not less than 90 days.
- iii. We further confirm that all chapters of the tender documents have been read, understood and signed and there is no deviation/discrepancy
- iv. We agree to accept the extension order up to 100% quantity within six months of the issue of the order.

Signature of the Tenderer  
With stamp and date

**GENERAL INFORMATION AND EMD DETAILS**

1	EMD Details DD No and date: Amount in Rs. Name of the Bank:	
2	Name and Address of the Tenderer:	
3	Contacts:	
4	Telephones:	
5	Fax:	
6	E-mail:	
7	Mobile No:	
8	Category of the tenderer (Whether company, partnership firm or Proprietary concern)	
9	Name of Chief Executive Officer and Telephone No.	
10	Year of Establishment	
11	Sales Tax/Commercial Tax/ CST nos./TIN no.	
12	Income Tax PAN/GIR No.	
13	Name and Address of the Banker	

Note: Separate sheets may be attached wherever necessary.

Signature of the Tenderer  
With stamp and date

# **1 PREFACE**

**MPSEDC**, Bhopal is considering selection of suitable vendor for Supply of Biometric Devices (USB Optical Finger Print Live Scanner) for User Identification and Authentication under e-District project in accordance with the various provisions of this tender document.

## **BACKGROUND**

The national e-Governance plan (NeGP) is a major initiative of the Government of India (GOI) for ushering e-Governance at a national scale. NeGP is one of the most ambitious programs of the Government of India aimed at improving the quality, accessibility and effectiveness of government services to citizens and businesses with the help of Information and Communication Technology. One of the key focus areas of NeGP is the stress on citizen-centric services as against merely computerization of the departments.

e-District has been envisaged by Government of Madhya Pradesh (GoMP) as automation of workflow and internal processes of District Administration with the possibility of seamless integration of various departments for providing services to the citizens. This project is of paramount importance to the State as it would help in creating an electronic workflow system for the district administration and help in providing efficient individual department services through Common Service Centers (CSCs), Samadhan Ek Din centers, MP-Online kiosks and internet, which would be the primary front end channels as envisaged in the project.

Madhya Pradesh Government has chosen five districts to pilot the e-District project and provide integrated citizen centric services in the district. The identified districts are:

- Guna
- Gwalior
- Indore
- Sagar
- Shivpuri

### **2.1 Purpose of e-District Project**

The main purpose of the e-district project is to computerize the workflow system and internal processes of the district administration of the pilot districts with the help of Information & Communications Technologies (ICT). The state envisages meeting the following objectives with the implementation of e -Districts project:

- Implementation of an efficient electronic workflow system for District Administration.
- To create an efficient IT enabled delivery mechanism for citizen services / information being delivered from District Administration and its subordinate offices
- Infusion of transparency and accountability in operations
- Reduction of workload of department personnel
- Ensuring longevity of the data / protection from damage from moisture and other climatic factors
- Electronic security and control of confidential data
- Fast processing of public cases/appeals/grievances dissemination of information as per public requirement
- To proactively provide an efficient system of disseminating information on the Government schemes planned developmental activities and status of current activities

## **2 SCOPE OF WORK**

“Biometrics” is defined as “the automated means of recognizing a living person through the measurement of distinguishing physiological or behavioral traits”.

The Scope of Work that needs to be undertaken by the selected Bidder would be to Supply, Install and Maintain the Bio Metric Devices (USB optical Finger Print Live Scanner) for identification and authentication of the user for e-District project for the pilot districts of Madhya Pradesh is given below and the work to be performed as per the specifications and conditions are mentioned in different parts of this document, any further amendments issued in this regard and the Contract is to be signed by the selected Bidder.

The successful bidder must assume the following responsibilities:

1. The scope of work would be to supply 1000 (approx.) Biometric Device for Identification and Authenticating of the user for e-District for all pilot districts of the state of Madhya Pradesh.
2. The Vendor must supply and integrate the Biometric devices that should essentially perform the following, but not limited to:
  - i. Enrolment of the user for Login through Web based Application on Windows Active Directory.
  - ii. Data collection, which includes the capture of the user’s biometric feature/characteristic presented to the sensor

- iii. Translation of the captured data into a stored record (“template”)
  - iv. Signal processing – where biometric information from the user’s current attempt to access the system are extracted from the received signal, compared to the previously stored data in the template, and give a “score”.
  - v. An authentication policy, which makes the decision to “accept” or “reject” the user based upon the system’s security criteria and the user’s “score” (received from the signal processing system).
  - vi. A system security policy covering audit trail information, quality control, and system management issues.
3. The Vendor must provide a system that should be reliable, allowing the application to provide uninterrupted service to its users. In the event of equipment failure (or perhaps maintenance needs), provision to provide adequate back-up procedures that will ensure the continuity of system in the event of a temporary disruption in operations.
  4. The Vendor must provide a system that should have a method to capture, store and report certain management information as required, such as:
    - i. Time, date, ID, and matching score of all/certain user attempts
    - ii. The storage of images or pertinent data on failed attempts
    - iii. The number of new biometric records accepted
    - iv. The number of biometric records verified
    - v. The number of users the system was unable to enrol
    - vi. Measurements of the quality of the information captured
    - vii. System down time
    - viii. The system errors by type
    - ix. The average enrolment processing time on a daily, weekly, and monthly basis.
  5. The Vendor must develop and maintain appropriate contingency and disaster recovery plans. The Contingency planning should consist of the advance plans and arrangements necessary to ensure continuity of the critical functions of the system. A contingency plan should be developed that describes the actions to be taken, the resources to be used, and the procedures to be followed before, during, and after any unlikely event occurs that would render inoperative a function supportive to the system. Such planning should also include procedures and availability of equipment for both automated and manual procedures. Acceptable response times for repairs should also be included in the Planning.
  6. The Vendor will need to provide 3 years onsite comprehensive warranty covering all parts & labor from the date of installation of the bio metric system. During the

warranty period, the vendor will have to undertake comprehensive maintenance of the entire system.

7. The employer shall have the option of continuing with the selected bidder for AMC purpose of the equipment after expiry of the warranty period.
8. Fingerprint impression of one finger shall be captured. Order for selection of finger is as follows:
  - i. Left Index Finger
  - ii. Right Index Finger
  - iii. Left Thumb
  - iv. Right Thumb
  - v. Left Middle Finger
  - vi. Right Middle Finger
  - vii. Left Ring Finger
  - viii. Right Ring Finger
  - ix. Left Little Finger
  - x. Right Little Finger

Only in case of the member who do not have either left or right or both index fingers, impression of other fingers to be captured.

## **Terms and Conditions**

Contents of Bidding Documents for Supply of Biometric Devices (USB Optical Finger Print Live Scanner) for User Identification and Authentication, the bidding procedures and the terms of contract are prescribed here in under:

### **1 Eligibility Criteria:**

- The bidder must be an Original Equipment Manufacturer (OEM) or OEM authorized vendor for this bid.
- Bidder/OEM must have successfully executed at least 2 projects (in the last five years) each worth not less than Rs. 20 Lacs for the Supply and Integration of Biometric Devices for Central Government/State Govt./PSUs/Large Corporate (attach satisfactory completion from the authorized representatives of the client along with the work order).
- The bidder/OEM must have a valid ISO 9001 : 2000 Certificate.

### **2. Amendment in Bidding Document by the Competent Authority**

At any time prior to the deadline for the submission of bids, the competent authority may, for any reason, whether on it's own or in response to a clarification requested for by a prospective bidder, modify the bidding document by way of amendment(s).

The prospective bidders having received the bidding documents will be notified of the amendment(s) so made in writing or by Fax and such amendments shall be binding on them.

In order to allow reasonable time to the prospective bidders for taking into account such amendment(s), in the preparation of their bids, the competent authority, at its discretion, may extend the deadline for the submission of bids.

### **3 Bid Price**

The bidders shall indicate on the prescribed Price Schedule, including item-wise and final Bid Price of the items listed

Prices quoted by the Bidder shall be fixed during the Bidder's performance of the contract and shall not be subject to variation on any account.

A bid submitted with an adjustable price will be treated as non-responsive and rejected.

### **4. The EMD may be forfeited:**

If a Bidder withdraws its bid during the period of bid validity specified by the bidder on the bid Form or In case of a successful Bidder, if the Bidder fails:

- i. To accept the order

- ii. To furnish performance security
  - iii. If the Vendor, after accepting the purchase order fails to deliver the material/services as per the order.
5. Any alterations, erasures or overwriting shall be valid only if the person or persons signing the bid initial them.
6. **Technical requirements**
- a. The technical specifications as per annexure are the minimum configuration required. Higher specifications may be considered but no price weightage for higher specifications shall be considered.
  - b. The drivers for all the devices and peripherals for the supported OS are required.

**7. Service support requirement**

- a. Successful bidder will ensure the proper monitoring and ensure the timely call attending.
- b. Successful bidder shall be responsible for Installation support on Telephone and e-mail. If required he shall arrange training for Installation on need basis, at Bhopal.
- c. The service support will require strengthening to suit the concerned departments. The acceptance for doing so with no extra cost is to be submitted along with the bid.
- d. Following are the limits of time for final closure of call.
  - i. 2 days for the Biometric Devices (USB Optical Finger Print Live Scanner) at concerned deptt

The successful bidder will maintain the sufficient inventory of spare items and few complete systems as well.

First component be replaced with new one before taking the old one back, as far as possible to avoid delay.

- e. The delay in rectification of calls would cause the penalty.
- f. In case of prolonged pending call the concerned deptt reserves the right to get the defective component rep
- g. Repaired from other agencies at the risk of the supplier, and would recover the cost of repair from the supplier.
- h. The delay in call attending / closure will be treated as poor quality of service support and may lead to disqualification of bidder from participation in future purchases.

- i. The following penalty would be deducted for the delay in call rectification.
  - i. 200/- per week or part thereof for each device remained unrectified more than the above-mentioned period.

## **8. Inspection**

- a. Purchaser reserves the right to inspect the manufacturer/supplier works prior to supply. The computers supplied shall be inspected by the purchaser.

## **SUBMISSION OF BIDS**

### **09. Sealing and Marking of Bids**

The bidders shall submit EMD, technical bid (containing the technical specifications offered, literature leaflets etc and original copy of commercial bid in separate sealed, envelopes all the above envelopes shall be sealed in one main envelope. All the envelopes should be distinctly marked EMD, technical bid, and commercial bid.

### **10. Payment:**

Payment – 90% value of goods supplied shall be released against proof of delivery of consignment to the destination places as per despatch instructions on submission of bills in triplicate. Balance 10% shall be released after successful installation and commissioning of equipment, subject to the condition of payment receipt from concern deptt. The bills for the purpose of payment shall be submitted to MPSEDC, Bhopal. No interest shall be payable on delayed payments due to what so ever reason.

### **11. Deadline for Submission of Bids**

Bids must reach to the competent authority at the address specified but not later than the time and date specified in the invitation of Bids.

### **12. Late Bid**

Any bid received after the deadline for submission of bids prescribed by the competent authority, will not be accepted and returned unopened to the bidder.

## **BID OPENING AND EVALUATION OF BIDS**

### **13. Opening of Bids**

Since it is a Two-bid system, Technical and EMD envelope will be opened first by the Committee constituted for this purpose. If the technical bid specifications offered, EMD and deviations asked (if any) are found in order, the Committee will open commercial bid only for the eligible bidders.

The Committee will open the bids, in the presence of Bidders' representatives who choose to attend on the date specified at the following location:

Additional Chief General Manager  
M.P. State Electronics Dev. Corpn. Ltd  
147, Zone-I, Maharana Pratap Nagar, BHOPAL-462011

Prospective Bidder representatives shall sign a register evidencing their attendance.

In case, the commercial bid is not opened on the same or next day of opening of technical bid the Committee may decide to open the commercial bid on subsequent dates. In such case the date, time and place of opening of commercial bid will be intimated to the bidders or their representatives.

#### 14. **Preliminary Examination**

Before starting evaluation, the bids will be examined to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order. In case of computational error the basic price will prevail.

If bid is determined as not substantially responsive, the competent authority will reject it and only the substantially responsive commercial bids will be considered.

The process of evaluation of bid is as follows:

- (i) The Committee, appointed by the MPSEDC LTD., will first verify that the Bank Draft for Bid Security is in order and as per requirement of the bid. The Committee will examine the bid on Eligibility Criteria as specified. The scrutiny of technical proposals will be based on the Evaluation Criteria determined.
- (ii) The commercial bid will be opened only for the proposals, which are found eligible and technically acceptable by the Committee and approved. On the day specified for the opening of bid, the Committee, appointed by the MPSEDC LTD., will open the commercial bids of eligible bidders and scrutinize the same minutely.
- (iii) After scrutiny, the MPSEDC LTD. after having examined the proposal may accept the same or accept the bid price of any other bidder found suitable or reject all or any proposal. The decision of the MPSEDC LTD. in this regard shall be final and binding.
- (iv) The quantity mentioned in the tender document is as per our estimate. However, deptt. reserves the right to place order for the less/higher quantity or drop the items or segregated delivery schedule depending on the actual requirement.

#### 15. **Performance Security**

The successful bidder shall be required to submit performance guarantee equivalent to 10% of the order value for the satisfactory

performance/completion of the complete order (Including warranty period), in the form of bank guarantee with MPSEDC LTD or Concern deptt.

16. **Contacting the Competent Authority**

Any effort on part of a Bidder to influence the Competent Authority or members of Technical/Monitoring committee, in its decisions on bid evaluation; bid comparison or contact award may result in rejection of the bidder's bid.

17. **General**

- (i) Bid form shall be duly filled in, signed and complete in all respects
- (ii) The price should be inclusive of all taxes and local levies if any. On FOR destination basis.
- (iii) The rates should be free from all escalation. However, all Tax and duty benefits if applicable should be passed on to us.
- (iv) Delivery period should not exceed 45 days from the date of order under any circumstances. The MPSEDC LTD. reserves the right to extend the delivery period, in the interest of the concerned deptt.
- (v) System should invariably be warranted for a period of Three years from the date of successful installation and commissioning.
- (vi) Penalty- In case of delay in execution of the order, the concern deptt. may as its option either:

Recover from the supplier/contractor towards liquidated damages a sum @ ½% (half percent) of the price of any stores not delivered for a week, or Part thereof subject to maximum of 10% (ten percent). OR Purchase from elsewhere on account and at the risk of supplier, the stores not delivered.

OR

Cancel the contract reserving concern deptt right to recover damages.

The inner and outer envelopes shall be addressed to the competent authority at the following address:

Additional Chief General Manager  
M.P. state Electronics dev. Corpn. Ltd  
147, Zone-I, Maharana Pratap Nagar, BHOPAL-462011

The envelopes shall also indicate the name and address of the Bidder to enable the bid to be returned unopened in case it is declared "late."

If the outer envelope is not sealed and marked, the competent authority will assume no responsibility for the bids, misplacement or premature opening.

Telex; cable facsimile or fax bids will be rejected.

Conditional bids are liable to be rejected.

MPSEDC LTD. does not bind themselves to accept the lowest or any other tender and reserve the right to accept or reject any or all the tender in full or in part without assigning any reason.

**MANUFACTURERS /DEVELOPER AUTHORIZATION FORM**

**Ref No:** .....

**Dated:**.....

To,  
The Additional Chief General Manager  
M.P. State Electronics dev. Corpn. Ltd.  
147, Zone-I, Maharana Pratap Nagar, BHOPAL-462011

Tender No:..... Due Date: .....

Dear Sir,

We \_\_\_\_\_ who are established and reputed  
Manufacturers of \_\_\_\_\_ having factories  
At \_\_\_\_\_

\_\_\_\_\_ (Address of the factory)  
do hereby authorize M/s \_\_\_\_\_ (Name & Address of agent)  
to submit a bid, and subsequently negotiate and sign the contract with you against  
the above tender.

We hereby extend our full guarantee, warranty and support and also in meeting  
warranty obligations by providing necessary spares in time for the goods & services  
offered by the above firm against this tender, as per standard as well as MPSEDC  
warranty terms.

Yours faithfully

(Name)  
(Name of the manufacturer)

Note: This letter of authority should be on the letterhead of the manufacturer and  
should be signed by a person competent and having a power of attorney to bind the  
manufacturer. The bidder in its bid should include it.

## Technical Specification

The Vendor must provide the bio matrices which will support, but not limited, to the following technical specification:

### Technical Specs:

#### Required Standards

ISO/IEC 1979-4 Fingerprint Image Data Standard

ISO/IEC 1979-4 Minutiae Format Standard

ISO 19785-1 (Common Biometric Exchange Formats Framework - CBEFF)

BioAPI

ANSI/NIST-CSL 1-1993

#### Range for the equipment

Setting levels range	Min-31
Scan resolution range	197 ppcm or 500 dpi
WSQ (wavelet scalar quantization) 500 ppi (pixel per inch)	
Pixel depth	8 bit
Dynamic range grey level	Min-200
Certification	EFTS/F
Image Compression	Code 0,1,2,4,5 (loseless), WSQ or jpeg 2000 compression ratio to be less than 15:1
Settable FRR/FAR with:	Min FRR = 1/1000, Min FAR = 1/10000

#### Device Specs

Device Type:	PC based with USB 2.0 connector
Prism Type: Image:	Crown Glass with thickness > 20 mm grey scale 256 level
Scanning time:	<0.01S
Distortion rate:	<1%
Operating temperature:	0 – 55 Degree C

Environmental humidity: Up to 90%

**Software Specs**

Plug and Play drivers for OS: Windows XP, 2000, 2003, Vista, Windows 7, linux

SDK/API: Documented SDK and API under windows and linux environment

BSP (Bio Service Provider) Windows Based

Proven Integration with: 1:N and 1:1 for local fingerprint storage

Login Support Web login, Windows Login, MS-AD login

**Other Specs:**

- Should verify with smeared, scarred, stained, smudged fingers, dry & wet fingers
- Multilevel image enhancement and extraction
- 1-to-many search optimized for alias checking
- Verification (1-to-1) and identification (1-to-many) capability
- Application-ready sample code and SDK for quick implementation
- Device interoperability for enrolment and authentication
- Removes the need to integrate with individual device SDKs
- An irreversible fingerprint representation
- The ability to be customized to your business process
- Customizable user enrollment and authentication screens using streamlined interface

## Annexure 7– Details of Financial Rate

Name of the Vendor:

Particular	Unit Price (Rs.)	S- Tax / VAT (%)	Total Price with three years warranty
Biometric device as per Given Technical Specifications			

Signature of the Tenderer  
With stamp and date