

**LIFE INSURANCE CORPORATION OF INDIA
CENTRAL OFFICE
“Yogakshema”, Jeevan Bima Marg,
Mumbai- 400 021**

**TENDER FOR SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF BILINGUAL SOFTWARE / HARDWARE FOR VISITOR'S MANAGEMENT SYSTEM AT CENTRAL OFFICE OF LIFE INSURANCE CORPORATION OF INDIA , “YOGAKSHEMA” , J. B. MARG, MUMBAI.
Enquiry No : Stores / OS – B / 5372 / 03 / 2011 dated 5th March, 2011.**
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TENDER SCHEDULE

Sl No	Description	
1	Name of work :	Tender for Supply, Installation, Testing and Commissioning of Bilingual software / hardware for Visitor's Management System at “Yogakshema” Bldg. in Mumbai.
3	Tender Fees (DD to be attached with technical bid)	₹. 100/- (Rupees One hundred only).
4	Earnest Money Deposit (DD to be attached with technical bid)	₹. 2,000/- (Rupees two thousand only).
5	Last Date & Time of receiving / submission of tender document.	On 26.03.2011 upto 11.30 Hrs.
6	Date & Time of opening of Technical Bids	As on the last date of submission of tender i.e. on 26.03.2011 at 12.00 Hrs.
7	Time Limit for installation of the System.	15 (Fifteen) days from the date of acceptance letter.
8	Security Deposit	10 % of the order value.
9	Warranty period	Two years comprehensive warranty from the date of commissioning of the system.
10	Validity of tender	90 (Ninety) days from the date of opening of Financial Bids.

**EXECUTIVE DIRECTOR
(E&OS / SBU – ESTATES)**

**LIFE INSURANCE CORPORATION OF INDIA
CENTRAL OFFICE
“Yogakshema”, Jeevan Bima Marg,
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**TENDER FOR SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF BILINGUAL SOFTWARE / HARDWARE FOR VISITOR'S MANAGEMENT SYSTEM AT CENTRAL OFFICE OF LIFE INSURANCE CORPORATION OF INDIA , “YOGAKSHEMA” , J. B. MARG, MUMBAI.
Enquiry No : Stores / OS – B / 5372 / 03 / 2011 dated 5th March, 2011.**

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Instructions to Bidders.

1. Applications are invited through sealed tenders on two-bid system basis for the captioned work from eligible contractors/ reputed agencies for supply of Visitor's Management System.
2. The details of software solution required as given below:
 - i) Bilingual Software package required for Computer based Visitor's management system. 1 No.
 - ii) Installation of software package on client server 1 No.
 - iii) Integration of software package on end users computers. 4 Nos.

3. The specifications of hardware :

Processor –Intel dual core processor	Window XP Professional
RAM – 2 GB	ITS – N.A.
HDD – 250 GB	I.E. – 8.0
USB 2.0 Port – 06	Monitor – 17” TFT
Ethernet (network) card	– 01

Server Specification

Processor – Latest Quad Core processor	Ethernet (network) Card – 01
RAM – 4 GB	OS–Window 2003 Server SP2
Hard disc – 500 GB	Internet information service (115) 6.0
USB – 2.0 port – 0.6	Internet Explorer – 8.0

Web camera: - 5 MP web camera.

Printer :- Color Ink jet printer, 34 PPM

4. The tender document should be submitted in Three separate envelopes, containing Offer Letter with EMD and Tender Fees (Envelope – III) , Technical Bid (Envelope – I) and Financial bid (Envelope – II), properly sealed. All the three envelopes shall be placed in envelope marked – IV and sealed (i.e. Envelopes marked as IV , will contain three envelopes marked as I , II & III) and submitted to LIC of India, in sealed condition **Superscribing as “Tender Document for Supply, Installation, Testing and Commissioning of Software / Hardware for Visitor's Management System in Mumbai, Enquiry No.Stores/OS-B/5372/03/2011 dated 5th March, 2011.”**

5. The last date for submission of duly filled tenders (both technical and financial bids) is 26.03.2011 upto 11.30 AM. The offers received after the last date and time mentioned above will not be considered.
6. The duly filled in tenders should be submitted at the address given below :
Secretary (O.S.) ,
Life Insurance Corporation of India,
4th floor, West Wing, “ Yogakshema”
Jeevan Bima Marg, **Mumbai 400 021.**
The technical bid will be opened on the same day i.e. **26.03.2011 at 12.00 Noon** at 4th Floor, Conference Hall, East Wing. One representative of the bidder may remain present, on the stipulated date and time, if they so desire.
7. Technical criterion for Technical Bids are given in Terms and Conditions of the work contract.
8. It may be noted that the submission of the offer itself shall be construed as acceptance of all the terms and conditions as mentioned in Annexure “ B ”.
9. The Offer Letter to be submitted along with non-refundable **Tender Fees of ₹. 100/- (Rupees One Hundred only) and refundable 'Earnest Money Deposit' of Rs. 2,000/- (Rupees Two Thousand only) in the form of two separate Demand Drafts / Banker's cheque from any Nationalized Bank, drawn in favour of Life Insurance Corporation of India, payable at Mumbai.** The Earnest Money Deposit of Rs. 2,000/- (Rupees Two Thousand only) of unsuccessful bidders will be refunded after finalization of the software provider. The Earnest Money of the successful tenderer shall be refunded on receipt of Security Deposit as mentioned above. The Security Deposit will be refunded on expiry of Warranty Period of TWO years from the date of commencement of the system. It may be noted that no interest shall be paid either on Earnest Money or on the Security Deposit, at the time of refund.. **The Corporation reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.** Submission of tenders in any other format will not be entertained and will be summarily rejected.
10. All the pages of the tender form are to be signed by the bidder. Incomplete bids and bids lacking in details and with out signatures are liable to be rejected.
11. The tender shall remain valid for an acceptance period of 90 (ninety) days from the date of opening of the financial bid. Relevant information / copies of certificates called for should be annexed to the tender. Non-receipt of any information/ certificates with the tender may entail rejection of the tender.
12. Please study the documents carefully before filling-in the tender. Any party tendering against the enquiry shall be deemed to have read and understood all the terms and conditions and familiarized themselves with the nature of work and quoted accordingly. Such terms and conditions not appearing in the body of the tender will not be considered as forming a part of their tender.

13. The tender has been invited for the following two options :
- a. Supply, Installation, Testing & Commissioning of **Software and hardware** for Visitor's Management System .
 - AND
 - b. Supply, Installation, Testing & Commissioning of **only Software** for Visitor's Management System
14. The vendor should quote for both the options. LIC of India reserve the right to accept any one option.
15. Tenders not in conformity with the terms and conditions mentioned in this document, will be rejected outrightly. The Corporation also reserves the right to to reject any or all tenders at its sole discretion without assigning reasons thereof.

Signature of vendor with seal

(Authorized Signatory)

Place:

Date :

ENVELOPE – III : OFFER LETTER.

TENDER TO BE SUBMITTED ON OR BEFORE 11.30 HRS ON 26.03.2011.

To,
The Secretary (O.S.),
LIC of India, Central Office,
4th floor – West Wing,
“Yogakshema”,
J. B. Marg,
Mumbai-400 021

Dear Sir,

Re : Tender for Supply, Installation, Testing and Commissioning of software / hardware for Visitor's Management System at Central Office of Life Insurance Corporation of India, “Yogakshema”, J. B. Marg, Mumbai - 400021.

Enquiry No : Stores/OS-B/5372/03/2011 dated 5th March, 2011.

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1. Having examined the nature and scope of work relating to the above mentioned work and having acquired the requisite information relating there to as affecting the tender invited by you, I / We, the undersigned hereby offer for undertaking supply and installation of Visitor's Management System as per enclosed "Schedule of work". I / We further agree to submit Security Deposit, which would be retained by the Corporation through out the Warantee period, i.e. for a period of 2 years, if our tender is accepted.

2. I / We have also enclosed non refundable Tender Fees of ₹. 100/- (Rs. One hundred only) and refundable Earnest Money Deposit of Rs. 2,000/- (Rupees Two thousand only) in the form of Demand Draft (DD) / Bankers Cheque (BC) drawn in favour of **Life Insurance Corporation of India , payable at Mumbai** as per details given hereunder :-

- A) DD No _____ dated _____ 2011 amounting ₹. 2000/- (Rupees two thousand only) drawn on Branch of _____ Bank towards Earnest Money Deposit
- B) DD No _____ dated _____ 2011 amounting ₹. 100/- (Rupees One hundred only) drawn on Branch of _____ Bank towards Tender Fees.

We have read the Terms and Conditions of this tender and agree to abide and comply as per the same.

Yours faithfully

Signature of vendor with seal

(Authorized Signatory)

Place:

Date :

ENVELOPE - I : Technical Bid & Annexure – “A “ & “ B ”.

Name of work : Supply, Installation, Testing & Commissioning of Software / hardware for Visitor's Management System.

Enquiry No : Stores/OS-B/5372/03/2011 dated 5th March, 2011.

NOTE : The Enquiry no. to be filled up by the tenderers for the offer shall be quoted in Price Bid also for easy and correct identification.

MANDATORY TECHNICAL REQUIREMENT

The tender of the vendor not fulfilling even one of the following requirements / conditions will not be considered.

SI No	Particulars	Remarks
1	Name of the Firm :	
	Address of Main Office:	
	Telephone Nos	
	Fax No	
	E – Mail ID	
2	Name of the Contact Person	
	Telephone Nos	
	Mobile No.	
3	Type of Firm : Sole proprietorship / Partnership / Ltd. Co / Others	
4	Year of Establishment	
5	Whether ISO : Yes / No If Yes, give details alongwith a copy of certificate issued by the Organizations.	
6	Address of Mumbai Office :	
	Telephone Nos :	
	Name of the Contact Person	
	Mobile No.	
9	No. of Technical Staff with qualifications and year of experience (attach separate sheet)	
10	No. of Administrative Staff	
11	Address of Office / well established Service Workshop at Mumbai	
	Telephone Nos.	
	Name of the Contact Person	
	Mobile No.	
12	PAN No.	
13	Sales Tax No	
14	Service Tax No	

15	Yearly average turnover of the Agency / Firm for last 03 (three) financial years.	a. F.Y 2007 – 2008 = b. F.Y 2008 – 2009 = c. F.Y 2009 – 2010 =
16	Copies of Income Tax return for last three years . Agency / Firm should submit the Income Tax clearance certificates alongwith bid .	
17	Details of work order for the last five year. (Please refer pt. no. A (e) of Technical criterion under Annexure 'B')	
18	List of works completed in last three years mentioning the name of Organizations with supporting documents such as work order / Letter of Intent.	
19	List of works in hand mentioning the name of organizations with supporting documents such as work order / Letter of Intent.	
20	Performance certificate of best two works of similar nature issued by the respective Officer of the Deptt. / Company alongwith Name , Designation and Deptt. to be submitted.	
21	Details of ISI certificate in case of Manufacturers and Dealership Certificate in case of Authorized Dealers of only ISI products.	

Supporting documents in regard to the above mentioned points should be self-attested and attached alongwith “ Technical Bid”. Financial Bid of only those parties shall be opened who qualify in “ Technical Bid”.

Yours faithfully

Signature of vendor with seal

(Authorized Signatory)

Date and Place:

REQUIREMENTS OF SOFTWARE AND HARDWARE:

1. The Visitor management Software system should be complete web based solution with deployment over LAN / internet which can be accessed through using only one browser.
2. The software package should support MS SQL Express as back end data base and complete data base should be available.
3. The software should have the module-wise register to record the detail of visitors register, appointment register, vendors, contractors' and Employee's registers.
4. Software package should be compatible with staff access control and time attendance software as and when required basis.
5. Should generate module wise ISO based reports BS 7799 /ISO-27001:2005 standards that emphasizes need for Visitor management.
6. User designable pass format, ID card size printing.
7. Barcode enables,
8. VIP badges and user definable type of badges.
9. Capture photograph of every visitor as well as auto locate detail with photograph where the data is entered earlier.
10. Customized badge design for individuals choices.
11. Restrict entry as a visitor for individuals on a watch-out list.
12. The software should have support for up gradation on requirement.
13. The vendor should quote separately for **Annual Maintenance Contract (AMC)** to provide Technical support & fault rectification of the software package for a period of **four years** (2 years during the Warranty period and 2 years after the expiry of warranty Period of two years).
14. Delivery and Users Training at site free of cost.
15. **Hardware specifications:** The software should be compatible with the following hardware specifications :-

End users Computer

Processor –Intel dual core processor	Window XP Professional
RAM – 2 GB	ITS – N.A.
HDD – 250 GB	I.E. – 8.0
USB 2.0 Port – 06	Monitor – 17” TFT
Ethernet (network) card	– 01

Server Specification

Processor – Latest Quad Core processor	Ethernet (network) Card – 01
RAM – 4 GB	OS–Window 2003 Server SP2
Hard disc – 500 GB	Internet information service (115) 6.0
USB – 2.0 port – 0.6	Internet Explorer – 8.0

16. **Web camera:** - 5 MP web camera.
17. **Printer** :- Color Ink jet printer, 34 PPM

18. The vendor has to quote for both the options i.e. i) Supply installation & commencement of software including hardware AND ii) Supply installation & commencement of software excluding hardware as specified above. In case of option (ii) LIC will supply required like hardware PC, Monitor, printer, web camera, signature pad and LAN devices etc.

APPLICATION ARCHITECTURE :-

- Date, Time and duration of visit of each visitor/ guest are automatically recorded including photograph of person visited , etc and other details as desired by LIC OF INDIA ,central Office Mumbai.
- Installation of Software package should function on LAN / Client Server.
- Centralized solution to be provided with centralized and site wise reporting facility on main PC. / Client server.
- The Software package should perform satisfactory function to record the particulars, photo and details of the various visitors in their respective modules.

REPORTS:-

System should generate reports as given below:-

- Daily Complete Visitors report module wise.
- Report (every weekend a backup to be taken from hard disk), etc.
- Should export this report to
 - a. Excel
 - b. PDF
 - c. MS - Word format

PLEASE ENCLOSE THE COMPLETE SPECIFICATIONS / CATALOGUES OF VISITOR MANAGEMENT SYSTEM ALONGWITH TECHNICAL BID.

Approved Brands (Other than any ISO or equivalent make)

- | | |
|---------------------|-----------------------------------|
| (a) 17" TFT Monitor | - LG / Panasonic / Samsung /WIPRO |
| (b) Web Camera | - Logitech / Creative / I Ball |
| (c) PC | - DELL / HP / IBM /WIPRO |
| (d) Printer | - HP/ Canon / EPSON |

**Signature of vendor with seal
(Authorized Signatory)**

Place:

Date :

TERMS AND CONDITIONS OF THE WORK CONTRACT

(A) Technical Criterion

The Vendor must fulfill under mentioned Technical Qualification :-

- a) Minimum 5 years of experience in supply of tendered Software.
- b) Registrations with Sales Tax, Service Tax, ESI and EPF is essential.
- c) Vendor's registered with SSI, NSIC and having ISO 9001 certification may be given preference.
- d) Availability of after sales service network within Mumbai .
- e) Experience of having successfully completed tendered jobs i.e. last 5 years (as on 31 January , 2011) should be either of the following:-
 - (i) Three similar completed works each costing not less than Rs. 1.00 lacs
OR
 - (ii) Two similar completed works each costing not less than Rs. 2.00 lacs
OR
 - (iii) One similar completed work costing not less than Rs. 4.00 lacs

(B) General Terms and conditions :

1. Please note canvassing in any form will entail disqualification. Conditional or incomplete offers are liable to be rejected.
2. LIC of India reserves the right to accept or reject any or all the tenders completely or in part and / or increase or decrease the quantities / numbers of any item of the work without assigning any reason and the successful bidder shall perform the same at the rates quoted by them.
3. Price quoted by the bidder shall be inclusive of all levies, excise duty, sales tax and / or any other tax. No escalation in price shall be permitted on any ground.
4. Each page shall be duly signed by the tenderer as a token of their acceptance of the Technical and Contractual details, including tender form duly filled in, complete details and description, including all the data to be supplied by the tenderer as specified in the information and instructions to the tenderers.
5. This tender consists of two parts, viz., Technical Bid including Instructions to Bidders, Terms and conditions and Financial Bid containing expected price only. Separate Technical and Financial bids are to be submitted for each proposal. The Technical Bid, Financial Bid and the Earnest Money Deposit (EMD) should be sealed in envelopes . The use of envelopes will be as under : -

**Signature of vendor with seal
(Authorized Signatory)**

Place:

Date :

- (a) **Envelope marked as I** : The duly completed **Technical Bid** be put in this envelope and sealed.
- (b) **Envelope marked as II** : The duly completed **Financial Bid** be put in this envelope and sealed.
- (c) **Envelope marked as III** : Offer letter along with the DD or Bankers cheque for “Earnest Money Deposit” and “Tender Fees” be put in this envelope and sealed.
- (d) **Envelope marked as IV** : All the three envelopes shall be placed in envelope marked – IV and sealed (i.e. Envelopes marked as IV , will contain three envelopes marked as I , II & III) and submitted to LIC of India, in sealed condition **Superscribed as “Tender Document for Supply, Installation, Testing and Commissioning of Software / Hardware for Visitor's Management System in Mumbai to be opened on 26.03.2011 at 12.00 Hrs.” Enquiry No. should be mentioned in all the above Envelopes.**

6. **Validity of offer** : Offer should be valid for 90 days from date of opening of financial bid.
7. The intending tenderers are advised to visit the site of work so as to familiarize with site conditions before quoting the rates on any working day during office hours.
8. The vendor shall sign and stamp each page of this tender document as token of their acceptance of all the terms and conditions. The letter for award of work to the successful bidder shall be deemed to be a binding contract between LIC and the successful bidder for the scope of work defined in this tender.
9. The Vendor shall be responsible for any loss / damage to the materials by his staff deployed to the site.
10. The Vendor shall abide by the regulations / requirements meant for security and strictly follow the rules. LIC's security staff shall have the right to check, search or interrogate any contractor's material while entering / leaving the LIC premises for the purpose of security.
11. Any claim arising on account of damage, compensation or expenses payable in consequences of any accident or injury sustained by workmen of supplier or any other person, whether in the employment of the supplier or not, while in or upon the said works or site of the same, LIC shall not be bound to entertain any claim or such claim brought under the Workman's Compensation Act.
12. Supplier shall not sublet any part of the awarded work to any other person or agency.
13. Please put your firm's name and signature of the authorized person on each page of the tender document as token of your perusal.
14. Please give particulars of outstanding recent works which you have executed along with the names of organizations.
15. In case the Agency is out of Mumbai they should have a service centre in Mumbai for providing after sales service / AMC.

**Signature of vendor with seal
(Authorized Signatory)**

Place:

Date :

16. If the tendering firm consists of more than one partner, the names of all partners must if disclosed, while submitting the tender.
17. **Security deposit:** - The successful tenderer will be required to submit security deposit of 10 % of the order value which shall be retained for a period of 2 years Warrantee period. No interest will be paid on this Security Deposit.
18. **Payment Terms**
- (i) No advance payment will be made.
 - (ii) Full and Final payments shall be made only after successful installation of software / hardware and integration with end users computers, commissioning, live operational demonstration, users training and subject to submission of completion certificate from Chief Security Officer.
19. **Warranty period** – Two years comprehensive warranty from the date of commissioning of the system. Comprehensive Warranty includes Warranty against malfunctioning of software package either due to virus or malicious ware & any deficiency in software package for executing operation of visitor's management system. The Warranty also includes re-installation of the software with a new one, free of cost, in case it is observed that even after servicing the system for two times, the working of the system is not found satisfactory.
20. **Completion period** – The completion period for installation and commissioning of the Computer based Visitors management system will be **15 (Fifteen)** days from the date of issuance of work order.
21. In case the Applicant fails to install / implement the Software package for Visitors management in the manner prescribed by us and within the stipulated time mentioned while placing the Order, the Corporation reserves the right to cancel such order. In such case, EMD of that applicant will be forfeited. The Corporation also reserves the right to levy necessary penalty in the event of non-installation of the Software or non-completion of work within the allotted time.
22. **Penalty** – Penalty at the following rate will be levied in case of unsatisfactory performance :-
- In case of delay in installation of software, penalty of **₹.200/-** (Rupees two hundred only) for every week of delay will be levied.
- In case of non - function of the system, necessary solution should be provided within 48 hours of lodging the complaint, failing which penalty of **₹. 500/-** (Five hundred only) per day will be levied. The Competent Authority for finalizing and approving the penalty will be Executive Director (E&OS / SBU – Estates). In case of any dispute, the decision of E.D. (E&OS/SBU – Est) will be final and binding on both the parties.

**Signature of vendor with seal
(Authorized Signatory)**

Place:

Date :

23. **Live Demonstration** - All those successful firm who qualifies as per the Technical Specification mentioned in Annexure 'A' will be required to arrange for live demonstration in front the Technical committee formed for the purpose to access and verify the efficiency of the software package for the Visitors management prior to issue of supply order from the corporation.
24. **Selection of Software AND hardware provider** - Selection of successful Software & hardware provider will be done on the basis of Technical specification (Annexure 'A') and on the basis of report of the Technical Committee on the Live Demonstration.
25. **Conditional quotations** will not be accepted.
26. Quotations received **after the due date and time** will not be accepted.
27. The Corporation reserve the right to reject any offer in part or full without assigning any reason.

**Signature of vendor with seal
(Authorized Signatory)**

Place:

Date :

ENVELOPE - II Financial Bid

Option- I

Name of work : Supply, Installation, Testing & Commissioning of bilingual Software and hardware for Visitor's Management System at "Yogakshema" Bldg. Mumbai Enquiry No. Stores/OS-B/5372/03/2011 dated 5th March, 2011.

(The Envelope – II containing Financial Bid is to be opened after scrutiny of the Technical Bids and short listing the Vendors).

Name of the Firm / Agency : _____

Item No	Item description	Qty. (no)	Make & Model	Rate (₹) (in figures & words)	Total Amount (₹)
1	End user Computer : Processor –Intel dual core processor Window XP Professional licensed RAM – 2 GB, HDD-250 GB, USB 2.0 Port - 06, Ethernet (network) card -01 ITS - NA, I. E- 8.0,	4			
2	Server Processor- Latest Quad Core processor, RAM- 4 GB, HDD – 500 GB, USB 2.0, Port- 06, Ethernet (network) card – 01, OS- Window 2003 Server SP2, Internet information services(115) 6.0, Internet explorer – 8.0	1			
3	17" TFT Monitor	4			
4	Web camera – 5 MP with adjustable stand for photography.	4			
5	Bilingual Software for printing of Visitor's Pass with photo (Should able to type both in Hindi and English)	1			
6	Colour Ink jet printer – 34 PPM	4			
7	Visitors card Scanner for card scanning.	4			
4	Any other items (if required) (Mention the details of such items)				
	Total Amount				

Note : (i) Price quoted by the bidder shall be inclusive of Supply, Installation, Testing & Commissioning of Software for Visitor's Management System and also inclusive of all levies, excise duty, sales tax and / or any other tax. No escalation in price shall be permitted on any ground.

**Signature of vendor with seal
(Authorized Signatory)**

Place:

Date :

ENVELOPE - II : Financial Bid.
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OPTION – II

Name of work : Supply, Installation, Testing & Commissioning of Bilingual Software for Visitor's Management System at "Yogakshema" Bldg. Mumbai
Enquiry No: Stores/OS-B/5372/03/2011 dated 5th March, 2011.

(The Envelope – II containing Financial Bid is to be opened after scrutiny of the Technical Bids and short listing the Vendors).

Name of the Firm / Agency : _____

Sr. No	Items	Qty (No)	Rate (₹) (in figures & words)	Total Amount (₹)
1	Charges for the Software package for visitors management system	1		
2.	Charges for Installation of the software package on client server	1		
3.	Charges for Integration of provided software with end users computers	4		
4	Any other items (if required) (Mention the details of such items)			
5	Total Cost (Rs.)			
6	AMC charges for 4 years :- (If AMC charges varies kindly furnish year-wise AMC charges)	1 st 2 nd 3 rd 4 th		

Note : (i) Price quoted by the bidder shall be inclusive of Supply, Installation, Testing & Commissioning of Software for Visitor's Management System and also inclusive of all levies, excise duty, sales tax and / or any other tax. No escalation in price shall be permitted on any ground.

Place :

Signature of vendor with seal

Date :

(Authorized Signatory)