

21.02.2023

TAMILNADU MEDICAL SERVICES CORPORATION LTD.,

**TENDER FOR HIRING OF SERVICE AGENCY FOR PROVIDING AADHAR
ENABLED BIOMETRIC DEVICES AND OTHER ASSOCIATED SERVICES ON
RENTAL BASIS AND SUPPLY, INSTALLATION & MAINTENANCE OF AADHAR
ENABLED BIOMETRIC DEVICES IN VARIOUS GOVERNMENT INSTITUTIONS IN
THE STATE OF TAMIL NADU**

Corrigendum

a) The following corrigendum are issued:-

Sl. No	Tender Document reference	Instead of	Read as
1.	Page No.63 Section VI A: Qualification Criteria	2. The bidder should be Manufacturer / Direct Importer and should be in business of manufacture/ import and supply, maintenance of the Biometric Attendance Systems for a minimum period of Three (3) years in India as on bid opening date	2. The bidder should be Manufacturer/ Direct Importer/ Non-manufacturer bidder with Manufacturer Authorization and should be in business of supply and maintenance of the Biometric Attendance Systems for a minimum period of Three (3) years in India as on bid opening date.
		Should submit valid Manufacturing License/ Import License and other IT hardware proposed for the project.	Should submit valid Manufacturing License/ Import License and other IT hardware proposed for the project. In case of non-manufacturer bidder Should submit valid Manufacturer Authorization

			Form (MAF) from OEMs of Biometric devices in the prescribed format at Annexure I and other IT hardware proposed for the Project.
	<p>Page No. 40</p> <p>Section IV: Special Conditions of Contract</p> <p>2. Performance Security (GCC Clause 6)</p> <p>10. Payment (GCC Clause 15)</p> <p>13. Liquidated Damages (GCC Clause 22)</p>	<p>Heading</p> <p><u>Schedule I</u></p> <p><u>Schedule II</u></p>	<p>Heading</p> <p><u>Schedule 1 & 3</u></p> <p><u>Schedule 2 & 4</u></p>
2.	<p>Page No. 50</p> <p>Section – V</p> <p>Schedule Of Requirements</p>	Existing text	Revised text at Annexure II
3.	<p>Page No. 53</p> <p>Section VI: Terms Of Reference And Technical Specification</p>	Existing text	Revised text at Annexure III
4.	<p>Page no. 68- 69</p> <p>Section VII : Bid Forms and Price Schedule</p> <p>Price Schedule</p>	Existing text	Revised text at Annexure IV

The tender due date is extended as follows:-

Sale of Bid document: up to 06.03.2023

Date & time of submission of bids: 07.03.2023 up to 11.00 AM

Date and time of opening of bids: 07.03.2023 at 12.00 Noon

All other terms and conditions of the tender remain unaltered.

The above forms part of the bidding documents. The bidder shall attach the copy of this Corrigendum duly signed by their authorized signatory, in their bid.

Sd/-

Managing Director

MANUFACTURER'S AUTHORISATION FORM

No..... dated

To

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Dear Sir,

Tender No._____

We _____ who are established and reputable manufacturers of _____ having factories at _____ and _____ do hereby authorise M/s._____ (Name and address of Representative) to submit a bid, and subsequently negotiate and sign the contract with you against the above Tender NO.

No company or firm or individual other than M/s._____ are authorized to bid, negotiate and conclude the contract in regard to this business against this specific IFB.

We hereby extend our full guarantee and warranty as per Clause 14 of the General Conditions of Contract for the goods offered for supply against this invitation for bid by the above firm.

Yours faithfully,

(Name)

for and on behalf of M/s._____

(Name of manufacturers)

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a person competent and having the power of attorney to bind the manufacturer.

SECTION – V
SCHEDULE OF REQUIREMENTS - REVISED

Sch. No.	Brief Description	Qty	Bid security
1.	Hiring of Service Agency for Providing Aadhar enabled Biometric devices with finger print Recognition system and other associated services on rental basis	Will be decided based on the institution wise need at the time of placement of order	Rs.10,000/-
2.	Supply, Installation and Maintenance of Aadhar enabled Biometric devices with finger print Recognition system	Will be decided based on the institution wise need at the time of placement of order	Rs.10,000/-
3.	Hiring of Service Agency for Providing Aadhar enabled Biometric devices with Iris Recognition system and other associated services on rental basis	Will be decided based on the institution wise need at the time of placement of order	Rs.10,000/-
4.	Supply, Installation and Maintenance of Aadhar enabled Biometric devices with Iris Recognition system	Will be decided based on the institution wise need at the time of placement of order	Rs.10,000/-

Note:

1. The approximate no. of institutions under each Directorate are the following subject to revision at the time of placement of order:-
 - a) Directorate of Medical Education – 111
 - b) Directorate of Medical & Rural Health Services – 355
 - c) Directorate of Public Health & preventive Medicine – 2173

- d) Tamil Nadu State Health Transport dept., - 18
- e) Medical Services recruitment Board – 1
- f) Directorate of Medical & Rural Health Services (ESI) – 248

In addition to the above depts., the rate finalized will be applicable to all health department at the same rate and terms & conditions.

2. For Schedule 1 & 3, the contract period will be initially for 3 years. Within the 3 year period the contract will be reviewed every year for renewal based on the performance. After 3 years period, the contract is extendable for further period of 2 years on mutual consent.
3. For schedule 2 & 4, the rate quoted should be valid for a period of 2 years from the date of acceptance of the tender and extendable for further period on mutual acceptance.
4. The number of institutions indicated above is tentative and will vary during the rate contract period. The successful Service provider/ Supplier should provide the services/devices at the same rate and terms & conditions.
5. The Service Provider / Supplier should have no claim against the purchase on the actual quantity of orders placed during the rate contract period.

Delivery Schedule: -

Schedule 1 & 3

The facility shall be established as per the schedule given below.

S. No	Deliverable	Time lines
1	To complete the supply and installation of the UIDAI Registered; Aadhar Enabled Biometric Devices uploaded with software developed by NIC, Finger Print Software (Schedule 1) & Iris software (Scheduled 3) & Mobile Device Management	60 days from the date of Work order

S. No	Deliverable	Time lines
	Software	
2	To provide data connectivity for connecting the Aadhar Enabled Biometric Devices with the servers for authentication of Biometrics (Finger Print for schedule 1/ Iris for schedule 3) using SIM card or WiFi connectivity	60 days from the date of Work order
3	Periodical Attendance Reports	Daily/Weekly/Quarterly/ Monthly/Annual

Schedule 2 & 4

Supply and Installation within 120 days from the date of receipt of purchase orders

**SECTION VI : TERMS OF REFERENCE AND TECHNICAL SPECIFICATION -
REVISED**

SCHEDULE 1 & 3 - TERMS OF REFERENCE

HIRING OF SERVICE AGENCY FOR PROVIDING AADHAR ENABLED BIOMETRIC DEVICES AND OTHER ASSOCIATED SERVICES ON RENTAL BASIS FOR IMPLEMENTATION OF AADHAR ENABLED BIOMETRIC ATTENDANCE SYSTEM IN GOVERNMENT PRIMARY HEALTH CENTRE (PHC) AND GOVERNMENT UPGRADED PRIMARY HEALTH CENTRE (UPHC), GOVERNMENT HOSPITALS AND GOVERNMENT MEDICAL COLLEGE HOSPITALS.

1. Background:

- a) Tamil Nadu has a three tier health care system with Primary Health Centers (PHC), Government Hospitals (GH) and Medical College institutions at primary, secondary and tertiary care levels. All the appropriate diagnostic services are being provided at the individual institutions in addition to the treatment facilities.
- b) In Tamil Nadu, there are about 2127 Primary Health Centers, 318 Government Hospitals (GH) and 101 Medical College Hospitals and its attached hospitals. The total health staff working in PHCs, GHs and Medical College Hospitals includes about 62,000 persons.
- c) **The other health departments are Tamil Nadu State Health Transport dept., Medical Services recruitment Board, Directorate of Medical & Rural Health Services (ESI) with about 248 institutions.**
- a) In order to ensure quality health services at the hospitals through quality standards, the Government of Tamil Nadu, intends to implement the Aadhar Enabled Biometric Attendance System (ABAS) in all PHC's including Urban PHC's, Government Hospitals, Medical Colleges and Hospitals across the State and **other health departments in the state.**

2. Objective:

- b) To establish Aadhar Enabled Biometric Attendance System (ABAS) in all PHC's including Urban PHC's, Government Hospitals, Medical Colleges and Hospitals across the State and **other health departments in the state.**

3. Scope of work

- a) Supply and Installation of the UIDAI Registered Device as per the guidelines version 2.0 of the UIDAI; Aadhar Enabled Biometric Devices in institutions on monthly /quarterly rental basis.
- b) Provision of data connectivity for connecting the Aadhar Enabled Biometric Devices with the servers for authentication of Biometrics (**Finger Print for schedule 1 and Iris for schedule 3**) using SIM card or WiFi connectivity on monthly /quarterly rental basis.
- c) Utilization of ABAS software developed by NIC, Government of India, for operationalizing the biometric device services to be installed
- d) Installation of Finger Print Software for schedule 1 and Iris Software for schedule 3.**
- e) Installation of Mobile Device Management Software to monitor the device activation centrally / regionally.
- f) Generation of periodical attendance Reports (Daily/Quarterly/Monthly) and Dashboards for all facilities using the NIC developed ABAS software. User credential will be provided by the department
- g) One-time registration of all employees at all facilities.
- h) Demonstration on the usage and the facilities available in the ABAS software to the employees

4. Deliverables:

- a) To complete the supply and installation of the UIDAI Registered; Aadhar Enabled Biometric Devices uploaded with software developed by NIC within 60 days from the date of award of contract.
- b) Provision of data connectivity for connecting the Aadhar Enabled Biometric Devices with the servers.

- c) Installation of ABAS software developed by NIC, Government of India, **Finger Print Software for schedule 1 and Iris software for Schedule 3**, Mobile Device Management Software
- d) Periodical (Daily/Weekly/Quarterly/Monthly/Annual) Attendance Reports

5. Schedule for completion of tasks:

S. No	Deliverable	Time lines
1	To complete the supply and installation of the UIDAI Registered; Aadhar Enabled Biometric Devices uploaded with software developed by NIC. Finger Print Software for schedule 1 and Iris Software for Schedule 3 & Mobile Device Management Software	60 days from the date of Work order
2	To provide data connectivity for connecting the Aadhar Enabled Biometric Devices with the servers for authentication of Biometrics (Finger Print for Schedule 1 and Iris for Schedule 3) using SIM card or WiFi connectivity	60 days from the date of Work order
3	Periodical Attendance Reports	Daily/Weekly/Quarterly/Monthly/Annual

6. Data, services and facilities to be provided by the client:

- a)The client will nominate a coordinator who will liaise between the appropriate departments of client (both in the state and district level) and the vendor for effective implementation of the activity.

- b)The Client will ensure point person availability for smooth operations.
- c)Identification of the device fixing spot and electricity provision is the responsibility of the offices of DME, DMRHS, DPH&PM, **SHTD, MRB, DMS (ESI) and other Health departments of State.**
- d)Identification and user creation of District Level Nodal Person is the responsibility of the **Head of the respective Health Departments in the Distict**
- e)Identification & user creation of State Level Nodal person is the responsibility of **Head of the respective Health Departments.**

7. Procedure for review of reports:

All outputs of the agency shall be reviewed by the Project Evaluation and Review Committee constituted by the client.

8. Payment schedule:

The rental amount will be paid by the end user department on quarterly basis based on the report from the concerned district level authorities by the **Head of the respective Health Departments (DPH, DM&RHS, DME, SHTD, MRB, DMS(ESI) & other Health departments)** at the end of each quarter within 15 days

9. Service Level Agreement and Penalties:

- a) The bidder shall comply with the following Service Level Agreements (SLAs) provided in the below table during the implementation of the activity. Working hours with reference to the SLAs mean the working hours of PHC, UPHC, Government Hospitals and Medical Colleges. Current working time 8.00 a.m. to 4.00 p.m.

Service	Specification	Time Frame
Installation and commissioning	The ready-to-operate and fully functional Biometric devices have to be handed over to Department during the training sessions on operating the device, to be	As defined in Delivery Schedule.

	conducted by the vendor.	
Hardware Functionality	If any non-functionality is reported in any part of the device seriously affecting the business transaction, then the component/ device has to be replaced with the spare device for continuity of the Services.	Within 24 hours of reporting at the helpdesk, for replacing the component/ device and making it functional.
	Any other hardware functionality Partially / marginally affecting the business transactions would be termed Level 2 issues.	Repair / replacement of Component / device within 48 hours for Level 2 issues

Penalties:

- a) If installation and commissioning is not carried as per the SLA, then 1% of monthly fee is treated as penalty for every additional day after the defined delivery timeline up to 7 days further for each phase. If even after completion of 7 days beyond the defined delivery timeline, the installation and commissioning is not complete, the contracting authority reserves the right to cancel the contract with the bidder and award it to the bidder next in the order of merit.
- b) If the hardware functionality is not operational according to the SLA, then Rs. 1,000/-per device, for every twenty four hour and above Rs.1000 will be penalized and above the prescribed time frame will be charged as penalty. For Level 2 issues, Rs. 1,000/- per device, for every hour over and above the prescribed time frame will be the penalty.

10. Contract period.

- a) The contract period will be initially for 3 years. Within the 3 year period the contract will be reviewed every year for renewal based on the performance. After 3 years period, the contract is extendable for further period of 2 years on mutual consent.
- b) Any Physical damage /theft/ any incident / accident not attributable to the supplier, the respective institution is responsible for the loss and pay the compensation to the bidder.
- c) The technical Specifications of Aadhaar Enabled Systems Using NIC BAS applications is enclosed in Annexure 1

SCHEDULE 2 & 4 – SUPPLY AND INSTALLATION AADHAR ENABLED BIOMETRIC DEVICES AND MAINTENANCE DURING WARRANTY AND CAMC PERIOD

- a) Supply and Installation of UIDAI Registered Device as per the guidelines version 2.0 of the UIDAI; Aadhar Enabled Biometric Devices in institutions on monthly /quarterly rental basis.
- b) Provision of data connectivity for connecting the Aadhar Enabled Biometric Devices with the servers for authentication of Biometrics (Finger Print for Schedule 2 and Iris for Schedule 4) using SIM card or WiFi connectivity **should be provided by the respective institutions.****
- c) Utilization of ABAS software developed by NIC, Government of India, for operationalizing the biometric device services to be installed
- d) Installation of **Finger Print Software for schedule 2 and Iris Software for Schedule 4****
- e) Installation Mobile Device Management Software to monitor the device activation centrally / regionally.
- f) One-time registration of all employees at all facilities.
- g) Demonstration on the usage and the facilities available in the ABAS software to the employees
- h) The technical Specifications of Aadhaar Enabled Systems Using NIC BAS applications is enclosed in Annexure 1

TECHNICAL SPECIFICATIONS

Aadhaar Enabled Systems Using NIC BAS applications: (wall mounted Android based Device)

Sl. No	Description	Specifications Required
1	Make & Model	For Tablet and FP Scanner <Specify>
2	Processor	1.2 GHz Quad Core or higher
3	Display	Tablet size :7 inch or higher ; 1024x600 resolution
4	Memory	Internal memory : 8 GB or higher External memory: Expandable up to 32GB or higher
		RAM - 2 GB or higher
5	Connectivity	Wi-Fi 802.11 b/g/n
		Bluetooth v4.0 or higher
		Micro USB v2.0 port – 2 Nos. (with OTG support) or One Micro USB v2.0 Port and one round pin charger connector. (Any other arrangement fulfilling charging of tablet device while USB port is in use for data connectivity is also acceptable.)
		Dual SIM with 4G support
		LAN (RJ45) Connectivity
6	Camera	5 MP resolution or Above.
7	Operating System	Android Lollipop or latest versions or LINUX based.

Sl. No	Description	Specifications Required
8	Location Technology	GPS and AGPS facility for capturing the location Coordinates
9	Battery	3000mAH or above
10	Screen	Scratch resistant Front Screen
11	Warranty	3 Years Onsite Comprehensive Warranty
12	Certification	Safety and other standards compliance- For Fingerprint Scanner (Schedule 2) and Iris Scanner (Schedule 4) CE certification, RoHS Certification, UIDAI RD enabled device and STQC certificate, IEC60950 and UIDAI Level 0 certification. For Tablet BIS IS 13252, CE, UIDAI RD enabled device and STQC certification.
13.	Finger Print Scanner for Schedule 1 & 3 and Iris Scanner for Schedule 2 & 4	<ul style="list-style-type: none"> • STQC certified single Finger Print type for schedule 2 and Iris type for Schedule 4, biometric device for Aadhaar Authentication with driver, inbuilt template extractor software/SDK (mandatorily with license, if required) (STQC Certificate for the device must be submitted). • The device should meet the UIDAI guidelines from time to time. The Bidder has to submit a letter from OEM on OEM's letter head stating that FP • Scanner is approved by UIDAI for Level 0 Compliance, as applicable.

Sl. No	Description	Specifications Required
		<p>FRR <2%</p> <p>API/SDK for Android 4.4 or latest version</p> <ul style="list-style-type: none"> • Device should be plug & play with any android (5.0 and above) tablet without need of any additional license to be deployed. • The device should have integrated USB 2.0 type connector. • Device must come up with connector cables to allow connection of the device to micro USB ports. • Sample application for Android platform to test • Sensor/extractor. • Vendor has to provide all necessary technical support for integration of their device drivers with attendance software and associated UIDAI applications.
14.	Enclosure	<ul style="list-style-type: none"> • Enclosure made of Fiber or Acrylic (or) Plastic (or) any hard material (steel or aluminum) and separate 5V DC charging port with Adapter. • Casing should be durable and should be able to withstand rough daily operational usage. • The casing should not suffer any damage or disfiguration on being dropped, as per BIS standards. • Tablet should be vertically oriented in the casing. • The casing should be designed to cover/hide the android task bar of the tablet. This is required to prevent misuse of any other functionality of the tablet. • The casing should have provision to access the • Power / reset button of the tablet. The access should be easy

Sl. No	Description	Specifications Required
		<p>but controlled. The vendor thus should make arrangements to provide an external tool to perform the power on/off and/or reset function of the tablet through the casing.</p> <ul style="list-style-type: none"> • The finger print scanner for schedule 2 and Iris scanner for schedule 4 should be ergonomically placed to support ease of usage for biometric attendance in standing posture of the users.
15.	Application Compatibility	The device should be compatible with NIC BAS Applications. The Brand name of the device should be listed in the NIC website www.attendance.gov.in
16.	MDM Solution/BAS Software	Bidder should install Mobile Device Management (MDM) & Biometric Attendance System (BAS) Software at Vendor level before delivery.
17.	Accessories	With required accessories., connecting cables and driver media etc.
18.	Bench Marks	<p>Mobile XPRT 2013 – Performance rating 110 or more UX rating – 90 or more Web XPRT 2015 - 40 or more</p> <p>Disclosure report has to be submitted by the bidder.</p>
19.	Software	Bidder should assist the Department to get the access with NIC software.

Note: Bidders shall furnish pointwise compliance statement to the above terms of reference in addition to other clauses of the bidding document.

PRICE SCHEDULE – SCHEDULE 1 & 3

1	2	3	4	5
Sch No.	Description	Qty	Unit price excluding GST (in Rs.)	CGST/SGST/IGST if any applicable
1.	Schedule 1			
a.	Monthly rent for providing Aadhar Enabled Biometric Devices with finger print Recognition System and other associated services per institution per device	Per unit/ Per institution		
b.	Extra rent for each additional Aadhar Enabled Biometric Device with finger print Recognition System in the same institution	Per additional unit		
2.	Schedule 3			
a.	Monthly rent for providing Aadhar Enabled Biometric Devices with Iris print Recognition System and other associated services per institution per device	Per unit/ Per institution		
b.	Extra rent for each additional Aadhar Enabled Biometric Device with Iris Recognition System in the same institution	Per additional unit		

i. Unit price in (6) (Rs in words)**Schedule 1**

- a. Monthly rent for providing Aadhar Enabled Biometric Devices with finger print Recognition System and other associated services per institution per device.....
- b. Extra rent for each additional Aadhar Enabled Biometric Device with finger print Recognition System in the same institution
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Schedule 3

- a. Monthly rent for providing Aadhar Enabled Biometric Devices with Iris Recognition System and other associated services per institution per device.....
- b. Extra rent for each additional Aadhar Enabled Biometric Device Iris Recognition System in the same institution

Note:

- (a) **In case of discrepancy between figures and words shall prevail.**
- (b) **This price schedule should be placed in separate sealed cover “Cover B”**
- (C) **The bidder should indicate the HSN code of the equipment/ service and applicable GST rates.**

Place :

Signature of Bidder.....

Date :

Name

Business Address

PRICE SCHEDULE – SCHEUDLE 2 & 4

1	2	3	4	5					6	7
				PRICE FOR EACH UNIT						
Sch No.	Item Description	Country of origin	Quantity & Unit	Ex-factory Ex-warehouse Ex-showroom off-the shelf for CIF (a)	Packing & forwarding (b)	Inland transport, Insurance and Incidental costs incidental to delivery ©	Incidental services as listed in clause 7 of SCC (d)	Customs duty (e)	Unit price a+b+c+d+e	GST – IGST/CGST/ SGST payable if contract is awarded
2.	Aadhar Enabled Biometric Devices with finger print Recognition System as per specification		1 no.							
4.	Aadhar Enabled Biometric Devices with Iris Recognition System as per specification		1 no.							

i. Unit price in (6) (Rs. in words)

2. Aadhar Enabled Biometric Devices with finger print Recognition System as per specification with HSN code/ rate of GST

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4. Aadhar Enabled Biometric Devices with Iris Recognition System as per specification with HSN code/ rate of GST

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a) Annual Maintenance Charges (labour only) per year /per unit for 2 years after 3 years free warranty maintenance period

2. Aadhar Enabled Biometric Devices with finger print Recognition System as per specification with HSN code/ rate of GST

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4. Aadhar Enabled Biometric Devices with Iris Recognition System as per specification with HSN code/ rate of GST

.....

b) Annual Maintenance Charges (Comprehensive) for 2 years / per year / per unit after free warranty maintenance period

2. Aadhar Enabled Biometric Devices with finger print Recognition System as per specification with HSN code/ rate of GST

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4. Aadhar Enabled Biometric Devices with Iris Recognition System as per specification with HSN code/ rate of GST

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Note:

- (a) **In case of discrepancy between unit price and total price, the unit price shall prevail.**
- (b) **This price schedule should be placed in separate sealed cover “Cover B”**
- (c) **GST applicable for Annual Maintenance Charges shall be indicated separately.**
- (d) **The bidder should indicate the HSN code of the equipment/ service and applicable GST rates.**
- (e) **The bidder should quote for the prices separately from column 5(a) to 5(e) and should not state “as inclusive”.**

Place: Signature of Bidder.....
Date: Name

Business Address