

**DIRECTORATE GENERAL OF HYDROCARBONS**

(Ministry of Petroleum & Natural Gas)

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Corrigendum No. 1 to tender no. MM-12017/7/2018-DGH/ENQ-109 for Supply, Installation and Commissioning of Access Control System.

This corrigendum is issued to provide revised scope of work/technical specification, special Conditions, BOQ(price format), reply to pre bid queries and to extend Bid Closing Date as under:

	In lieu of	Revised
Bid Closing Date	03.05.2018	10.05.2018

This is requested to refer the trailing Annexure IV(Revised), IVA (Revised), IV B (Revised), V(Revised) & Special Conditions (Revised) in lieu of the earlier versions while submitting the bids.

REVISED SCOPE OF WORK/TECHNICAL SPECIFICATION

1.0. OVERVIEW

Location:

Access Control System (ACS) is to be used by all the employees (permanent and temporary), Vendors and visitors at the following locations of DGH. These locations are Main Entrance, all floors (Details mentioned in the layout drawing).

2.0 ACS will serve following purpose:

- I. Visitor Management
- II. Access Control & Flap Barrier for Contract Employees & Suppliers/visitor.
- III. Access Control & Flap Barrier for regular employees.
- IV. It shall be a secure & fail-proof layer in the overall plant security system employing an industry- standard & internationally acceptable encryption mechanism.
- V. It shall be an intelligent & integrated security system, based on TCP/IP protocol, that provides configurable and controlled access at nominated gates, barriers (both pedestrian & vehicular) through authorized, encrypted Smart card for Persons. The configuration scheme shall be under the secure control of the system Owner/designated super-user.
- VI. It shall have central processing & storage with built-in failure-to-safety architecture, confirming to the document Security policies of DGH.
- VII. The system shall monitor attempted unauthorized entry & other incidents and alarm and report/log those for alarm notification & further action.
- VIII. Access granted or denied decision cycle shall be within one second.
- IX. ACS (Access Control System) shall be designated to be adaptable/confirming to prevailing International / Indian standard (e.g. ISO/IEC, UID) and based on open standards platform. The system shall be inter- operable.
- X. It shall effectively manage the visitors & guest through a in-built Visitors Management System & maintain a database of the relevant information.
- XI. A Smart Card / RFID based system integrated with bi-directional Flap Barriers shall be used for Access Control, at all locations. Card Reader with inbuilt gate controller may be used by the bidder to reduce the overall package cost however, above operation shall be independent of communication link between ACS Workstation and individual reader.
- XII. Smart cards at any location shall be given to employees, contract workers and Suppliers who are engaged for more than two/three months (this period should be definable within the system). Template of the finger prints and essential data shall be stored on the Smart card issued to the above personnel for 1:1 photo comparison and instantaneous authentication.
- XIII. Smart cards shall be issued to visitors and temporary contract workers. Along with Smart Card visitor pass bearing their photograph and signature shall be issued to visitors and temporary contract workers.
- XIV. In terms of the scope, the vendors shall design, supply, install, commission and conduct performance tests of the Smart card based / RFID Access control and the visitor management system.

- XV. All gate controllers/readers (Proximity & RFID) shall be connected through TCP/IP with workstation at the central location.
- XVI. The selected vendor shall have to customize the access control application software & the visitor management application software as per the various requirements mentioned in this tender.
- XVII. One time registration of all the existing regular entrants of DGH as on date (employees and contract staff) shall be done by the vendor. Necessary training will be provided by the vendor to concerned staff of DGH. The vendor quote shall include personalization charge for new registration, as per the BOM.
- XVIII. Registration template includes Name, Photo, Category, & other additional details as required by DGH in addition to Biometric (fingerprint)/ RFID data.
- XIX. Successful bidder will have to submit / present, a detailed documentation on the planned scheme & schedule for implementation of Smart card /RFID based Access Control System at DGH locations including features of its Application software, various Reports, MIS on daily & monthly access information, suggested designs on Smart Cards, training requirements etc. within 7 days of placement of firm work order by DGH. Bidder shall be required to modify and incorporate all information, suggestions and functionally as required & communicated to it by DGH.
- XX. Connecting the Card readers, Flap Barriers, with the proposed network through laying of network cable at one point in each location (CAT6 from ACS Workstation) including all network provisions for TCP / IP with network switches, I/O Boxes etc..
- XXI. Power connection shall be provided by DGH from one point at each location. Vender will have to provide the required connection & wiring for supplied equipment.
- XXII. The vendor shall provide appropriate and conspicuous marking of different card readers (Entry /Exit Readers) including displays on 'DO's / DON'Ts' for Smart Card readers (Biometric)/ RFID readers, so as to ensure easy identification & operation of complete system.

3.0. SYSTEM DESCRIPTION

A high level representation of the proposed system is captured in the section below.

3.1. ACS shall have a centralized architecture with a centralized Workstation hosted at DGH Security Office. However, bidder has to ensure that all gate controllers (flap barrier) shall work independently (i.e. all operation of gate shall continue to work during failure of communication between ACS Workstation and Gate controller). It shall deploy a very high level of encryption technology, minimal points of failures, scalability & Industry Standard redundant architecture and an extremely essential conformance to a well documented Failure- to- safety policy framework. The central location shall have a robust ACS workstation and appropriate data backup / archiving system. The system being the backbone of the security of the establishment, a formal business Continuity Policy (BCP) framework shall be setup by the vendor in conjunction with DGH within which a site would be identified for redundant.

3.2.ACS shall use Smart card authentication technique employing authentication by Smart Card data matching stored in the database.

3.3.The Flap barrier to be installed at main entrance; The Optical barrier will be equipped with Smart Card reader. Purpose of the flap barrier is to generate an alarm in case of unauthorized

entry. This alarm will also give close command to the Flap Barrier (it has been assumed that the barrier will be in open condition normally).

3.4. When a person flashes his Card to the reader, the Signal from card is being read by card reader, Subsequently If the card is validated by system the person will pass through the flap barrier. If the card is not validated by system the person will pass through the barrier which will generate an audible alarm and also closes the Flap barrier.

3.5. The solution shall be based on individual Smart Cards to be issued to entities (as ID-cum-security for personnel).

3.6. ACS shall store perpetual access records of all DGH employees, contract personnel, Suppliers crew & visitors including all the transaction history associated with them.

3.7. The physical access mechanism such as Flap Barrier shall be operated/ controlled by local controllers based on the authentication input provided by readers installed at each access point. The controllers shall have a database of user & transaction logs etc.

3.8. Security check point shall have a panic switch connected to the local controller to be used in emergency/duress situation with a control for allowing free passage in case of emergency evacuation.

4.0. FUNCTIONAL OVERVIEW

4.1. DGH Floors, & Main entry are accessed by its employee, dealers / contractors, Suppliers, short- term & long- term contract personnel and visitors on a daily basis.

4.2. All employees , contractual personnel and visitors, gaining access to DGH facilities will have to follow the Smart Card access authentication mechanism wherein the personnel shall show their Smart Cards to the card reader, subsequently Upon verification an access shall be granted to the personnel.

4.3. The physical access barriers include barriers, gates etc.

4.4. Entries and exit will follow the same procedure. All entry and exit details of the personnel to DGH office premises shall be captured by the system.

5.0. GENERAL SYSTEM REQUIREMENT

5.1. The system shall provide future system expansion capability, through the use of scalable hardware and software solutions and with the provision of proprietary external interface integration points for the database and application function.

5.2. The power supply available to the electrical loads of the system is 230V,50Hz, single phase supply AC.

5.3. The electronic circuits used in the system shall be of solid state fail safe design and be provided with proper coating to have resistance to humidity and corrosion which enables the operation from being impaired by dust and dirt.

5.4. The system shall have flexibility for up gradation and expansion in all respects depending on future requirements with standard modules.

5.5. All the ACS security equipment installed will be interconnected and function as one system.

5.6. Synchronizing the timing on Access Controllers, Readers, VMS Client Software and all devices in ACS network should be from the central ACS Workstation / Software.

6.0. System Architecture

- 6.1. The system shall adhere to a centralized architecture, with centrally located application.
- 6.2. Network connectivity shall be built by the vendor to match the system requirement.
- 6.3. The specification for visitor registration workstations suggested in the tender document are the minimum specification sought by DGH. Bidders are advised to suggest suitable upgraded version of these equipments that are required for the quoted solution so as to deliver the required response times.

7.0. Software

- 7.1. The vendor shall deliver all required system and Application Software for a fully functioning system. Each shall be identified by the generic, off-the-shelf name. The software provided by the vendor to operate the system shall be delivered in a ready-to-run form, including all necessary utility programs and
- 7.2. All software licenses shall be provided as required. Renewable or subscription licenses shall not be used. The vendor shall ensure that updates and upgrades to the application software are provided and applied without any cost implication and that upgrades are compatible to the customization of ACS including interfaces.
- 7.3. The ACS software package shall be fully parameter driven and purpose within the offered OS environment.
- 7.4. The ACS application should be able to categorize card identities at multiple levels and should provide a local (user access based) and central (administrator) option to change the configuration at any point in time.
- 7.5. The vendor shall training programs for DGH staff, with the perspective of system administrator and application management.
- 7.6. All the software provided by the vendor should be licensed to DGH.

8.0. Response Time:

The various response times expected from the system are as follows:

Sr.No.	Parameter	System Response Time
1	Flap Barrier Closing Time (after activation of Alarm)	<2 sec
2	Reader Authentication Time	<2 sec
3	Visitor Registration Time (Printing/scanning)	<180 sec
4	Data Refreshing/ updation time on Access Controllers as per the scheduled time	<2sec

10.0. Site Survey:

The successful Bidder shall conduct a site survey of designated plants/Locations, and evaluate the exact material requirement. The bill of material attached in this document is only indicative and the successful bidder has to provide the detailed BOM & Calculate the design needs and obtain DGH's signoff before commencing the job.

TECHNICAL SPECIFICATIONS**Notes:**

1. Bidder to write Yes / No against each point under the “**Compliance**” column.
2. Bidder has to submit brochures in support of all compliances made under Compliance column of all Annexure of Technical specifications & Features and mention relevant pages from product brochure (accompanying this bid) which supports the response under “**Remarks**” column and the relevant section should be highlighted using a marker, failing which the bid will be considered incomplete. DGH reserves the right to summarily reject the bid in case such provision is not complied with.

1.0. NETWORK ACCESS CONTROLLER

Sr. No.	Facilities / Specifications	Compliance (Yes / No)	Remarks
a.	4 card reader inputs & Multi digital input/output Controllers for connecting Electro-Magnetic lock, and for door sensors: The controller shall have minimum 4 digital input/output per reader control digital inputs, outputs, communication ports (wiegand) for connecting to the Smart Card readers, Door electromagnet, Door sensor and ethernet connectivity for connecting to the Database server. It shall have extra provision for inputs and outputs for expansion. Shall perform in a peer to peer network with other controllers		
b.	• Card Holder Memory: 30,000 cards		
c.	• Event of 60,000 events with date and time stamp.		
d.	• Alarm log : 60,000.		
e.	• microprocessor control		
f.	• Suitable to work with 230 Volts, AC power supply (single phase).		
g.	The controller shall provide access control processing and host functionality for 4 readers.		
h.	The controller shall accept Wiegand output card readers and card formats up to 64 bits in length.		
i.	The controller shall provide a complete. Fully featured access control hardware and firmware infrastructure for access control software applications.		
j.	The controller shall communicate with hosted access control software using TCP/IP protocol over Ethernet or		

	Internet		
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2.0. SMART CARD READER

Sr. No.	Facilities / Specifications		Compliance (Yes / No)	Remarks
a.	The Smart Card reader shall provide authentication by reading the Card ID & Comparing with its database and actuating the barrier.			
b.	It shall be tamper proof and shall play an alarm during tampering, log the event to the main database			
c.	It shall be plug & Play type with suitable locking devices.			
d.	It shall be software controlled for setting the various threshold levels and changes in the sensitivity.			
e.	The reader shall require that a card, once read, must be removed from the RF field for approximately one second before reading again, to prevent multiple reads from same card and anti-pass back errors.			
f.	It shall be capable of providing a unique tone and/or tone sequences for various status conditions such as access granted, access denied, reader power up, etc., and clear visual status LED indication (multi color) shall be provided for various status conditions.			
g.	Specifications			
h.	Reader Type	Smart Card		
i.	Mount type	Inside the flap		
j.	Keypad Integrated	Not required		
k.	Reader Output format	Wiegand		
l.	Read Range	Proximity		
m.	LED/Beep	LED + Beep		
n.	Wiegand Interface	Yes		
o.	Clock and Data Interface	Yes		
p.	Voltage	8 ~ 24 V DC (Suitable Power adapter		

		for work with 230V AC)		
q.	Operating Temp	-10 to 55		
r.	Operating Humidity %	5 to 95 Relative Humidity non condensing		
s.	Housing material	ABS / Polycarbonate		
t.	The Card shall be compatible with the photo imaging card printer such that cardholder images shall be printed directly onto the access card.			
u.	The card shall be laminated and will be embossed with a unique hologram/negative watermark of user photograph, which will act as a security feature. The card will be color coded as per the type of the user. The design of the unique security feature, the color coding patterns and the overall card design will be finalized along with the finalized bidder.			
v	The Smart Card shall be supplied with 1 meter pre printed lanyard & a solid/rigid plastic card holder with slots for clip or lanyard			

3.0. Access Control Software

Sr. No.	Facilities / Specifications	Compliance (Yes / No)	Remarks
a.	The ACS shall be modular, networked access control system having centralized architecture, capable of handling large corporation. The system shall allow for easy expansion or modification of input, outputs and remote control stations.		
b.	The system control at the central computer location shall be under a single software program control, shall provide full integration of all components, and shall be alterable at any time, depending upon the facility requirements. Reconfiguration shall be accomplished online through system programming, without hardware change.		
c.	The software program shall be a true 32-bit		
d.	The software program shall support multiple server configurations including Access Control workstation, and Database server.		

e.	The system shall have the capability to communicate with the control panels via LAN/Proposed Wireless connectivity connections utilizing industry standard communication protocol.		
f.	The system shall be compliant or compatible with international standards to enable future multiple application use of the Smart Cards, such as for logical security, canteen, digital signatures and convenience uses.		
g.	The ACS software package shall be fully parameter driven and operate within the offered OS environment.		
h.	Diagnostic checks shall be done by the system periodically for the proper functioning of the Smart Card readers.		
i.	The system shall have an administrator's interface to manage data and the individual applications.		
j.	The system shall provide context sensitive, online help capabilities. The online help system shall contain enough information to inform the user of the nature of the current form/window, and provide a reference for the user to gather further information. The vendor shall populate the on-line help message prior to site		
k.	Verification Testing and provide a tool for maintenance and update of online help.		
l.	Workstation Operating System: The system shall use latest edition of 32-bit/64-bit Windows 10 Pro and shall include network capability with the TCP/IP data communications network protocol and hardware		
m.	Client Operating System: Client device shall use Windows 10 Pro based operating system with latest service pack.		
n.	The ACS application shall maintain a full audit log of every change made to the ACS database, including all programmed and operator requested transaction history		
o.	Reports shall be initially displayable on the authorized ACS user screen, and then be saved as a pdf file or in the CSV format.		
p.	The system shall allow an authorized ACS user to design, save and generate customized report templates.		
r.	The ACS shall provide the following standardized		

	reports as a minimum: Transaction report; Alarm report; Device report; Configuration report; Card report; Access right report; User audit Report; Card Holder onsite Report and Personnel Reports.		
s.	Workstation Operating System: Windows 10 Pro and include network capability with the TCP/IP data communications network protocol and hardware		

4.0. Visitor Management System.

Sr. No.	Facilities / Specifications	Compliance (Yes / No)	Remarks
a.	The main focus of the VMS is ensuring premise security and therefore DGH is looking for basic VMS factuality from the point of view of security.		
b.	The VMS shall track visitors as they enter and exit the facilities.		
c.	The VMS shall have a centralized architecture.		
d.	In addition, the VMS shall allow the user to: <ul style="list-style-type: none"> Keep track of short term vendors/contractor employee times sheet Capture visitor image & print it on Visitors Pass along with other information Scan and capture business card information and an image of the visitor's ID Proof Document Secure visitor log Process most visitor in 20 sec or less Use TEMP badge/ self-expiring Badges to tighten security Generate end-of-day reports 		

5.0. Flap Barrier

Sr. No.	Parameters	Specifications	Compliance (Yes / No)	Remarks
a.	General	Waist-height Retractable Flap Barrier with suitable IP rating (Min IP 44) for indoor operation, Bidirectional & electronically controllable in both directions, microprocessor logic control card, silent in operation with adjustable time-out facility. Modular with		

		Single/Multiple Lane set-up. Shall support Normally Open Mode Operation.		
b.	Materials	304 Grade Stainless steel MAT finish. Door Wings: Acrylic glass		
c.	Passage Width	550 mm		
d.	Door Wing Height	950mm		
e.	Safety	Sensor to detect person in safety zone; Fully retract in case of power failure/ emergency		
f.	Configuration	Configurable (in both of one direction) in fail-safe of fail-lock in the event of power failure or during emergency.		
g.	Card reader mounting	Provision of Embedded (Flush) mounting two readers, one on each side.		

6.0. P- Type Swing Gate

Sr. No.	Parameters	Specifications	Compliance (Yes / No)	Remarks
a.	Dimension	Diameter 168 mm, height 950		
b.	Arm Width	750 mm		
c.	Casing Thickness	1.5 mm		
d.	Material	SS 304		
e.	Direction	Bi-directional		
f.	Swing Angle	0° - 180°		
g.	LED Indication	Cross with Red and arrow with green		
h.	Communication interface:	standard RS485 interface, distance $\leq 1200\text{m}$, Ethernet		
i.	Input interface:	+12V level signal or pulse width > 100ms 12V pulse, drive current > 10mA		
j.	LED Indicator	1 In Nos.		
k.	Card Reader Input/Output	2 In Nos.		

1.0. SCOPE OF SUPPLY, WORKS & SERVICES

A. General

1. The Scope of work shall include in general but not limited to Supply, Installation, Integration, Networking, Testing and commissioning of complete ACCESS CONTROL SYSTEM (ACS) for DGH, Noida in OIDB Bhawan. The scope of work mentioned in the different parts of this document is to be performed as per the specifications and conditions.,
2. The scope of work include design and engineering of ACCESS CONTROL SYSTEM (ACS) system for DGH and should provide turn-key solution and include any missing item(s) for the successful implementation.
3. Supply, installation and commissioning of requisite hardware for the ACCESS CONTROL SYSTEM (ACS) system for effective surveillance.
4. This system shall allow for expansion in future.
5. Bids must be complete with all equipment and required accessories along with necessary power systems for the entire equipment, mounting and fitting hardware, plugs, sockets and any hardware/software, etc. as required for complete installation of the System under this project. The minimum suggestive technical specifications are mentioned in this Tender.

B. Supply

1. The successful bidder shall supply all hardware as per specifications mentioned in the tender.
2. Further, the successful bidder must not bid/supply any equipment that is likely to be declared end of sale within two years from the date of supply.
3. The successful bidder shall supply all the installation material/accessories/ consumables necessary for the installation of the systems and sub-systems.
4. The successful bidder shall provide patches and updates of Firmware free of cost during the warranty and AMC period.

C. Installation, testing, commissioning & system integration

1. The scope of installation, commissioning & system integration shall mean to install, configure and integrate the following (but not limited to), adhering to essential security and safety measures.
2. Carry out installation of all equipment and accessories supplied as per standards for successful integration and implementation of the systems at all sites.
3. Configuring and fine-tuning of subsystems to achieve overall optimal network performance and highest security.
4. The components to be installed and configured shall include but not limited to:
 - a) All Equipment and accessories
 - b) All software patches and updates shall be provided by the successful bidder during the currency of the contract.
 - c) Carrying out all general tests such as Power on test on delivery, pre-installation checks to ensure correct connections, completeness of system documentation etc.

- d) The successful bidder shall not cause any damage to buildings. If any damage occurs, the successful bidder will perform restoration. The successful bidder shall also plug conduits and entrance holes with suitable sealing material, where the cable has been laid.
- e) The system shall be subjected to inspection. The successful bidder shall follow all Safety Regulations and practices.
- f) Bidders shall spell out various tests that are being proposed to be carried out for demonstrating the functionality of the solution. The Successful Bidder shall provide warranty for all the components including hardware, software, etc. as per Tender for a period of one year from the date of the issuance of Final Acceptance Certificate. Any delay for acceptance caused by the successful bidder will result in automatic extension of the total warranty period by the same period.
- g) The bidder shall further quote the rates for the comprehensive AMC of the entire equipment including software supplied under this Tender for further Four years and shall be considered in the commercial evaluation.
- h) The successful bidder shall be responsible for the commissioning and maintenance of the entire system.

D. Civil works

- 1. The successful bidder shall have to lay the cables (Cat 6, Power cable etc.) the cabling works supplied against this tender and their foundation works etc. as per the requirement.
- 2. The requisite space shall be provided by Customer at all locations.

E. Electrical works

- 1 Electrical cabling for the equipment and its accessories at each floor shall be the responsibility of the successful bidder.
- 2 The power to the equipment should be sourced from the available power from nearest power point location available on 24X7 basis through rated electric switches.

F. Project Management

- 1. The successful bidder will undertake to completely manage and maintain the said equipment/ infrastructure installed and commissioned DGH for a minimum period of Five years after the issuance of Final Acceptance. During this period, the successful bidder will be responsible for the smooth working of the complete system installed at DGH under this project and to ensure minimum 99 % uptime.
- 2. Successful bidder shall be responsible to operate, configure, maintain and manage the said network during the Project Management period round the clock. During warranty & AMC period, preventive & breakdown reports shall be attended by their engineer / technician as mentioned in "Special Conditions" of the contract.

G. Training

- a) The contractor shall impart advance level training to DGH executives for operation, maintenance and trouble shooting of the system.
- b) The Scope of service under system training shall include: Providing 1 week system operation & maintenance training in Hindi & English to at least 5 personnel once in every 6 months for two years, along with providing the proper

training material in soft as well as hard copies, as per the training plan approved by DGH.

H. PAYMENT TERMS

100% of the total material cost including Installation, commissioning & training charges will be paid after completion of installation, commissioning, training and handing over of system to DGH.

AMC charges will only be paid on half yearly basis on submission of invoices duly certified by the competent authority or his representative after completion of period.

SPECIAL CONDITIONS (Revised)

1 Standards of the works :

The works shall be in accordance with the details in the BID document. To the extent that the standard of the works has not been specified in the BID document, the successful Bidder shall use good quality materials, techniques and standards and execute the works with care, skill and diligence required in accordance with best practice.

2. SPARES

The successful Bidder shall maintain spares or replacement parts for a period of **Five (05) years** from the completion certificate date. Such spares or replacement parts should be fully compatible with similar items supplied against this tender. The bidder shall submit a certificate from OEM confirming spares and technical support for at least 5 years.

3. SOFTWARE

Unless otherwise stated in the bid document, the successful Bidder shall be responsible for providing all latest software and associated documentation necessary for the satisfactory operation of the equipment. The successful Bidder shall also provide free of cost any software upgrades which the OEM shall make available during warranty and AMC period. Any software upgrades in future shall not necessitate replacement of hard wares supplied against this tender.

4. DOCUMENTATION

Extensive documentation shall be provided on installation, operation, administration, programming details and maintenance of the various equipment. Three complete sets of hard copy & soft copy should be provided.

The documentation shall necessarily cover the following:

- a) User, operation, administration and maintenance manuals.
- b) Installation drawings, wiring charts, layout of cables etc.
- c) Detailed Engineering Diagram, signal flow / cabling diagram indicating the complete cable routing and integration of the various equipment blocks, in the system
- d) User and technical manuals for any other bought out items.
- e) System test plan, calibration reports, preventive maintenance charts etc.

5. ACCEPTANCE TEST

The equipment and hardware shall be inspected as follows.

- a) Inspection at firms premises prior to shipment by DGH personnel.
- b) Physical inspection at site prior to installation.
- c) Post installation testing of individual sub-systems.
- d) Overall system testing, functional integrity testing, Performance evaluation and acceptance.

These tests shall be conducted by the contractor at his own expense to demonstrate the capability, guaranteed performance and compliance with the specifications and scope. The contractor shall arrange for all consumables and experienced personnel. Copies of the final report shall be submitted for overall system acceptance. Contractor shall give the details of System Acceptance tests / protocols for the

integrated system as per the OEM recommendations. Contractor shall have the required facilities for testing the quoted equipment / materials as per international standard at their premises and agree for inspection by DGH or any agency nominated by DGH.

In case the bidder is not a manufacturer, a certificate from the manufacturer to the effect that the manufacturer possesses the required facilities for testing the quoted equipment should be enclosed along with the techno-commercial bid.

6. INSTALLATION AND COMMISSIONING

- 6.1 The whole project is required to be completed **on Turn- Key basis**. Accordingly, Bidder is understood to have assessed and quoted for all the items required for successful completion of the Project. It will be the responsibility of the Bidder to provide such items on free of cost basis which are not quoted in the bid but otherwise required at the time of installation for completion and successful commissioning of the project.
- 6.2 The successful Bidder shall offer the services of an installation Team which shall be responsible to install and commission the entire system. The whole project will be carried out directly under the supervision of OEM's / Authorised representative's technical team.
- 6.3 Installation & Commissioning shall be treated as complete after installation of all the systems and sub-systems at all floors and successful completion of Test Run mentioned under "Acceptance Test".
- 6.4 Payment towards Installation & Commissioning shall be released only after issuance of completion Certificate. Installation & Commissioning charges as quoted by Bidder shall be inclusive of to and fro expenditure, food & lodging at sites and applicable taxes.

7.0 WARRANTY

7.1. The contractor shall provide Guarantee that every work executed under this contract shall be free from all defects and faults in materials, workmanship etc. and shall be of the highest grade and consistent with established and accepted standards for materials and workmanship of the type ordered and full conformity with the specifications and equipment shall satisfy its intended use.

7.2. Workmanship and operation of all the equipment, accessories etc. supplied by the contractor shall be under warranty for a period of minimum 12 months from the date of taking over the system / issue of acceptance certificate of the system by the DGH at the site as mentioned in specifications. Contractor shall also provide the total maintenance of the equipment / systems during warranty period at site.

7.3. It shall be obligatory on the part of contractor to modify and/or replace any hardware and modify the operating, application and diagnostics software free of cost, in case of any malfunction is revealed during operation after taking over within the warranty period and during the AMC period. Also the contractor must do corrections and up gradation of the software during warranty.

7.4. During warranty period, for optimizing the surveillance utility of the ACCESS CONTROL system as whole, during initial period of usage/acquaintance, the Contractor has to deploy one

service engineer (from the date of handing over/acceptance of the ACCESS CONTROL system) for a minimum period of two weeks in general shift (9am to 6pm) at DGH, Noida for assisting in smooth operation/use of the system by various users and also for customizing configuration by way of proper selection existing software/hardware features of the ACCESS CONTROL system.

8.0. COMPREHENSIVE ONSITE ANNUAL MAINTENANCE CONTRACT (AMC):

8.1 The ACCESS CONTROL system being supplied, installed and commissioned is required to be maintained for 4 (FOUR) years after warranty period. The system is required to be fully operational round the clock. The bidder must quote for providing post warranty maintenance service through **Onsite Comprehensive Annual Maintenance Contract (AMC)** for a period of FOUR (04) years.

8.2 Supplier / Contractor shall periodically depute service engineer to carry out Routine Preventive maintenance for the entire warranty & AMC period. The service engineer(s) so deputed shall be qualified and fully conversant with the operation and maintenance aspect of the ACCESS CONTROL system and sub-systems of other vendors (e.g. switches, Workstations etc.) supplied against this tender/purchase order.

8.3 The service engineer shall be required to check the health of the system on monthly basis. Any defect or breakdown observed or reported by DGH personnel shall be attended immediately. Periodic preventive maintenance shall be done by the service engineer as per the maintenance schedule recommended by the manufacturers (OEMs) and report to be submitted to DGH. Format of such periodic preventive maintenance schedules of all systems and sub-systems as recommended by OEMs should be enclosed along with the offer.

8.4 Supplier shall maintain vital spares at their office to restore the system Immediately in case of breakdown during warranty and AMC period. During AMC period, all defective / faulty items shall have to be replaced / rectified by the supplier.

8.5 Any breakdown of the system or part of the system shall be attended immediately and resolved within a period of 24 hours for major equipment failure and 48 hours for minor equipment failure.

8.6 In case of non-fulfilment of obligations, penalty @ Rs. 200/- per day per equipment for minor failure, @ Rs. 1000/- per day for major failure and @ 1/2% of AMC value per week for failure of complete system will be imposed and deducted while making payment of AMC.

8.7 The payment for AMC shall be released Half Yearly after providing satisfactory services.

8.8 The charge quoted for **Annual Maintenance Contract (AMC)** shall be fixed and firm.

4 years of AMC charges shall be considered for evaluation of the bid.

9.0. DELIVERY SCHEDULE

9.1 Time is the essence of this project. The project is required to be completed **within two months** from date of issue of Purchase Order / Letter of Award.

9.2 Bidder must submit bar chart showing separately delivery of equipment and carrying out of all services to complete the project within specified time.

9.3 The successful bidder must submit weekly progress report during execution of the project.

10.0. OPERATIONAL TRAINING & FAMILIARISATION:

10.1. The contractor shall impart training to DGH / Security personnel at site for complete operation of the equipment.

10.2. The contractor shall impart training to at least three DGH personnel at the site for operation & maintenance of the equipment.

10.3. The contractor shall impart training to DGH Engineers for operation, administration, maintenance and trouble shooting of all equipments.

11.0 BIDDER TO OBTAIN OWN INFORMATION

11.1 In their own interest, BIDDERS are advised to visit DGH premises, prior submission of BIDS to acquaint themselves with the site conditions, availability of space at various floors, availability of facilities etc. at their own cost.

11.2 During such visit, BIDDERS may interact with HR & Admin department and obtain information regarding exact requirement of proposed system.

11.3 After the visit, BIDDERS are understood to have known all the requirements of this Project which will facilitate them to quote for all the items.

Annexure-V(Revised)

PRICE SCHEDULE								
Sl. No.	Item Description	Quantity	Units	BASIC RATE In Figures To be entered by the Bidder in Rs. P	GST in %	TOTAL AMOUNT in Rs. P	TOTAL AMOUNT	TOTAL AMOUNT In Words
1	ACEESS CONTROL SYSTEM							
1.01	Double Lane Flap Barrier	7	Nos.			0.00	0.00	INR Zero Only
1.02	P-Type Swing Gate	20	Nos.			0.00	0.00	INR Zero Only
1.03	Wider Lane Flap Barrier	7	Nos.			0.00	0.00	INR Zero Only
1.04	SS Framed Glass Barricading (19mm glass with 3" thick Aluminium panel) **	500	Sq. ft			0.00	0.00	INR Zero Only
1.05	Access Controller for Double Lane Flap Barriers	14	Nos.			0.00	0.00	INR Zero Only
1.06	Access Controller for P-Type Swing Gates	20	Nos.			0.00	0.00	INR Zero Only
1.07	Access Controller for Wider Lane Flap Barriers	7	Nos					
1.08	Access Card Readers	82	Nos			0.00	0.00	INR Zero Only
1.09	Image Capturing Webcam (for VMS)	1	No.			0.00	0.00	INR Zero Only
1.10	Access Management System with Software as specified in 3.0 of Annexure IV A	1	No.			0.00	0.00	INR Zero Only
1.11	Workstation, Minimum Intel Core i5/i7 , 16 GB of RAM DDR3 ,2 TB SATA II hard drive with Key board, Mouse, 21" LCD/LED Monitor etc. Make: HP/ Dell / IBM / Lenovo	1	No.			0.00	0.00	INR Zero Only
1.12	Smart Card	500	Nos.					
2	Network support items							
2.01	24 Port Ethernet Switch, Make D-link/Avaya-Nortel/Cisco/Netgear	1	No.			0.00	0.00	INR Zero Only
2.02	16 Port Ethernet Switch ,Make D-link/Avaya-Nortel/Cisco// Netgear	6	Nos.			0.00	0.00	INR Zero Only
3	Accessories							
3.01	Supply and laying of Cat- 6 ethernet Cable, Make: Systimax / Amp / D Link / Molex **	1500	Mtr			0.00	0.00	INR Zero Only
3.02	Supply and laying of 3 Core power cable (3X1.5sqmm)Make : Polycab, Finolex./ Excel RR Cable **	500	Mtr			0.00	0.00	INR Zero Only
3.03	Supply and laying of PVC Conduit, 25MM Make: BEC / AKG **	2000	Mtr			0.00	0.00	INR Zero Only
3.04	Equipment Rack: Make: Valrack / APW President / D Link – 4U	7	Nos.					
3.05	Any item not mentioned above but required for successful commissioning of the system	1	LS					

	(Bidder to give details)							
4	Services							
4.01	Installation, Testing and Commissioning & System Integration of all equipment & accessories	1	LS			0.00	0.00	INR Zero Only
4.02	Training to DGH personnel	LS				0.00	0.00	INR Zero Only
4.05	Comprehensive Annual Maintenance Charges (AMC) after expiry of Warranty period	4	Yrs.			0.00	0.00	INR Zero Only
4.06	Any other work not specified above but required to meet the Technical Specifications for successful Installation and Commissioning of the entire system (Bidder to give details)	1	LS			0.00	0.00	INR Zero Only
Total in Figures						0.00	0.00	INR Zero Only
Quoted Rate in Words		INR Zero Only						

**** However, the payments will be made on actual against the items indicated in 1.04, 3.01, 3.02 and 3.03.**

Notes:

1. Bidder has to quote in the above mentioned price format only.
2. Prices should be inclusive of all taxes & duties, packing & forwarding charges etc. for door delivery at DGH, Noida office.
3. Bidders to indicate the offered brands against all items in their technical bids
4. The selected vendor shall include supply, installation, implementation, commissioning, training, providing user manual, providing 12 months warranty for the total solution including all hardware, software, materials, services and support etc for installing the Smart Card based physical access control system, flap barrier & Visitor Management system at DGH locations mentioned in this tender and as maybe specified in the final purchase order. The "supply of equipment & services" signifies door delivery at respective DGH locations of specific Units as specified in the purchase order. The scope also includes enrolment and card personalization 500 Smart cards with details (printed on both sides) of all DGH employees and contract labour covered under ACS.

Signature of Bidder

Clarifications against Tender no. MM-12017/7/2018-DGH/ENQ-109 for Supply, Installation and Commissioning of Access Control System at DGH, Noida					
Sl. No.	Reference of Bidding Document		Bidders Query		DGH's Reply
	Part/Volume	Clause/Page No.			
M/s. CISB					
1	Annexure -V, Price Schedule		There are no make and model specified for Flap Barrier, Access Control	Pl Specify if we can bid any system or is there any specific makes.	You may bid with any make complying to specifications
2			Is there any integration required with any of the existing system	Pl specify in details.	No
3			Cables qty are not mentioned	Pl clarify and mention the exact qty of cables required in the project	Please refer revised scope of work
4		Clause 1.0	Performance guarantee	Pl clarify the duration for performance guarantee as we can provide the BG for warranty period plus 02 months	1.PBG for 10 % of the total order value for Supply, installation and commissioning valid for 16 Months to be submitted within 21 days of LoA. 2. PBG for 10% of AMC charges valid for 2 months beyond expiry of AMC for 4 years to be submitted before expiry of warranty period of 1 year. Please treat this as amendment
5	Annexure 1,	Clause 11.0	Payment terms	It is requested to make provision for some advance payment like 40% and partial payment on receipt of material may be 50% and balance against completion with PBG.	To be guided by tender conditions
M/s. Honeywell Building Solutions					

1	2.0 ACS will serve following purpose:	page no.46	Proximity access Cards / RFID access cards at any location shall be given to employees, contract workers and Suppliers who are engaged for more than two/three months (this period should be definable within the system). Template of the finger prints and essential data shall be stored on the proximity card issued to the above personnel for 1:1 photo comparison and instantaneous authentication.	In the BOQ, there is no mention of fingerprint readers. Are there any existing fingerprint readers which are to be integrated with the new ACS system. Please specify the qty. of such fingerprint readers? Fingerprint templates cannot be stored on proximity cards. These are stored in smart cards. What will be the qty. of smart cards available or required for this system? Please clarify	Fingerprint Reader data is not required to be integrated with ACS. Hence, only Smart cards are required against this Tender. 500 Nos. of such cards, as mentioned under "Note-3, page -64, annexure - V" of the Tender document are required to be supplied
2	3.0. SYSTEM DESCRIPTION	page no.47	It shall deploy a very high level of encryption technology, minimal points of failures, scalability & Industry Standard redundant architecture and an extremely essential conformance to a well documented Failure- to- safety policy framework.	Is redundancy required at access controller level or access control software level?	No. Redundancy at database & network level is not required in view of offline working capability and controllers having entire database in their inbuilt memory of the proposed system.
	General Queries			Readers are connected to controller via 8-core cable. Please specify the qty. of 8-core unarmored cable or conduits as it is not mentioned in the tender. Please confirm the date and time for site survey for the same before submission of bid	Please refer revised scope of work

	General Queries			How many client software licenses are required?	Only one (1) software license required for registration of employees & Visitors at reception desk.
		Page no. 62	Annexure-V, price schedule, item 1.05 & 1.06	Total reader capacities for the 28 controllers is 70 while the number of readers are 94. Please clarify.	Please refer revised scope of work
M/s. K & Company					
1		1. Clause 1.0, item no. 11	Performance guarantee	It has been asked that PBG is required for 4 yrs for AMC period. It is requested that to omit this clause as the entire money of PBG will be stuck. We agree for PBG for DLP period + 2 months.	1.) PBG for 10 % of the total order value for Supply, installation and commissioning valid for 16 Months to be submitted within 21 days of LoA. 2.) PBG for 10% of AMC charges valid for 2 months beyond expiry of AMC for 4 years to be submitted before expiry of warranty period of 1 year. Please treat this as amendment
2		2. Clause 1.0, item no. 12	Liquidity Damages	It has been asked that LD will be 0.5% per week to a maximum of 7.5% of the tender value. We request that LD clause should be 0.5% per week for unfinished portion of work to a maximum of 5% for unfinished portion of work.	To be guided by tender conditions
3	Annexure 1, Instruction to the Bidder,	clause no. 11		In Payment terms clause the terms is not defined clearly. It is requested to consider 30% of tender value as advance, 60% on receipt of material & balance 10% on completion against	To be guided by tender conditions

4	Annexure V, Price Schedule ,item no.1.03			Pl clarify on Wider lane which has been mentioned as Optional.	Please refer revised scope of work
5	Annexure V, Price Schedule ,item no.1.04			SS framed glass barricading, the dimensions and quantity is not mentioned.	Please refer revised scope of work
6	Annexure V, Makes of primary items			Makes of some of the primary items like flap barriers & access control system is not mentioned. Pl clarify is it open for any make or brand.	You may bid with any make complying to specifications
7	Annexure V, Price Schedule ,item no. 3 Accessories			The quantity of the cables is not mentioned in the BOQ.	Please refer revised scope of work
M/s. Zenith Software Ltd.					
1				The proximity readers qty required is 7 no's of dual lane flap barriers & wide lane flap barriers together totalling to 4 readers X 14 barriers = 56 no's. For 21 no's swing gate, the readers required is 1 X 21 =21. Total card reader qty is 77 numbers of readers, whereas in BOQ mentioned Qty is 94. Pl clarify.	Please refer revised scope of work
2				The proximity card qty is not given in BOQ. However you have mentioned in the page number 64 but for the pricing purpose it must be mentioned in the BOQ.	Please refer revised sope of work

3				In BOQ SS framed glass barricading-required for 7 floors. Please confirm the dimension of the SS framed glass barricades to cover extra space for flap barriers and wide lane flap barrier & swing gates in all locations.	Please refer revised scope of work
4				Payment terms shall be reconsidered from 100% against completion of installation and commissioning to at least 75% on delivery, 15% on installation and 10% on acceptance	To be guided by tender conditions
5				The 10% PBG may be considered separately for supply amount for warranty period and AMC amount for AMC period as against 10% for the total PO value including supply and 4 years of warranty.	1.PBG for 10 % of the total order value for Supply, installation and commissioning valid for 16 Months to be submitted within 21 days of LoA. 2. PBG for 10% of AMC charges valid for 2 months beyond expiry of AMC for 4 years to be submitted before expiry of warranty period of 1 year. Please treat this as amendment.
6				Please let us know specification of work station whereas you have mentioned for desktop	Please refer revised scope of work
7				Please confirm the server & OS required in the server is not in the BOQ. Please confirm whether we need to install the required software in your server or work stations.	Please refer revised scope of work

8				We request you to restrict products from Chinese OEM's directly OR branded by Indian resellers for proximity readers controllers flap barriers and swing gates so that low price & low quality products can be avoided.	To be guided by tender conditions
9				Please clarify the type of proximity card to be supplied & the thickness of the card & how the card personalization to be done, Whether we need to print the employee details on additional card kept along with proximity card & card holder please confirm	Please refer revised scope of work
10				Kindly delete marked in red color with underlined. The card shall be laminated and <u>will be embossed with a unique hologram/negative watermark of user photograph, which will act as a security feature</u> . The card will be color coded as per the type of the user. The design of the unique security feature, the color coding patterns and the overall card design will be finalized along with the finalized bidder	Please refer revised scope of work