



GIC HOUSING FINANCE LTD.

Request for Proposal Procurement of Centrally Managed Biometric Access Control System

RFP Reference Number: REF:GICHF:2025-26/S55 Dt. 25-08-2025

Sr	Activity	Details
1	Release of RFP	August 25, 2025
2	Address for Receipt/Submission of Bid	GIC Housing Finance Ltd Head Office National Insurance Building, 6th Floor, 14, J. Tata Road, Churchgate, Mumbai – 400020
3	Bid Submission	Sealed - Technical & Commercial Bids in Hard Copy only
4	Last Date & Time for Submission	September 4, 2025
5	Position of Bid	Bidders will be informed of their bid status via email
6	Contact Details	itadmin@gichf.com 22-43041920

About GIC Housing Finance Ltd:

GIC Housing Finance Ltd (GICHFL) is a company registered under Section 25 of the Companies Act, 1956 with its Registered Office at National Insurance Building, 6th Floor, 14, J. Tata Road, Churchgate, Mumbai – 400020 and its 90 Branch Offices across PAN India.

Our Promoters are General Insurance Corporation of India, The New India Assurance Company Ltd, United India Insurance Company Ltd, The Oriental Insurance Company Ltd and National Insurance Company Ltd.

Objective of RFP:-

GIC Housing Finance Limited (hereinafter referred to as “GICHFL”) is issuing this Tender document (hereinafter referred to as “the Tender Document” which expression shall include all attachments and annexures hereto as well as all amendments, addendums, modifications, and alteration hereto) to service providers, (hereinafter referred to as “the Bidder”) to enable them to participate in the competitive bidding for “Biometric Access Control System”. The Selected Bidder must provide, manage, and maintain all necessary infrastructure components and services that would be necessary as per the defined requirements of the Bid Document. The Selected Bidder must ensure that all desired objectives of GICHFL are fulfilled.

GICHFL invites proposals for “Centrally Managed Biometric Access Control System” at all its PAN India Branch offices (As per Scope of Work) from interested Bidders who have proven experience in similar field. The proposed system must be implemented with state-of-the-art, proven technology, and must be flexible enough to accommodate the rapid evolution of technologies and business applications without a major overhaul or upgrade.

MINIMUM ELIGIBILITY CRITERIA FOR BIDDER TO PARTICIPATE IN THE TENDER

Sr. No	Specific Requirement	Documents Required	Bidder's Response along with details of supporting documents
1.	The bidder must be a Company/LLP/Partnership Firm incorporated in India and registered under the Companies Act 2013 or Limited Liability Partnership Act 2008 or Partnership Act 1932 as applicable and must have a registered office in India for at least 5 years.	Copy of Certificate of Incorporation/Registration	
2.	Firm should have all necessary licenses, permissions, consents, No Objections, approvals as required under law for carrying out its business. Bidder should have valid GST and other applicable taxes registration certificates /PAN etc.	An undertaking to be submitted along with copy of PAN card and GST Registration certificate	
3.	The Bidder should have been in the business of supplying/ supporting Closed Circuit Television Services for a period of at least 3 years as on 31.03.2025.	<p>Any one of the following documents:</p> <p>a) Work/ Purchase Orders confirming year and area of activity with Self-certification from bidder that supplies/ projects against orders have been executed.</p> <p>b) Execution certificate by client with order value.</p> <p>c) Any other document in support of order execution like Third Party Inspection release note, etc.</p> <p>In case any bidder is seeking exemption from Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.</p>	
4.	The Bidder should have had an average annual turnover of Rs. 9 Crores in the last three Financial Years i.e., 2022-23, 2023-24 & 2024-25.	<p>Copy of Audited Balance sheet for the financial years 2022-23, 2023-24 & 2024-25 must be submitted.</p> <p>In case any bidder is seeking exemption from Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer</p>	

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5	The Bidder should have earned profit in at least 2 of the last 3 audited financial years. (2022-23, 2023-24 & 2024-25).	Audited annual account or auditor certificate must be submitted. In case any bidder is seeking exemption from Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.	
6	Original Equipment Manufacturer	Relevant certifications (e.g., BIS, WPC; STQC if applicable)	
7	Presence: The Bidder should have branch/ service centers/ franchises in Mumbai with at least 10 Support Engineers	Self-Declaration from competent authority	
8	The Bidder must not have been blacklisted by any department or institution or undertaking of the Government of India and the Government of Maharashtra.	Declaration in this regard by the authorized signatory on behalf of the bidder on the company letter head.	
9	The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt.	The bidder should upload self-declaration regarding the same on the official letterhead of the company.	

Declaration:

- 1) All the information provided by me/ us herein above is correct.
- 2) I/ We have no objection if enquiries are made about the work listed by me/ us in the accompanying sheets/ annexure.
- 3) I/ We have read all the terms and conditions of bid and the instructions, and these are acceptable to me/ us.

Signature:

Name & Designation of the Authorized Signatory:

Official Seal:

Date:

Place:

Please provide supporting documents for all the pre-qualification criteria listed above. Bids which do not pre-qualify based on the above criteria will be summarily rejected. To qualify for bid, bidder should satisfy following eligibility criteria.

SCOPE OF WORK: -

The project's scope is to deliver and install hardware face recognition and thumbprint authentication devices, one in every branch of GICHF and at Head Office in Mumbai. These will be used as an attendance system. The device is to be connected to an ethernet switch in the LAN of each office. If power is to be supplied through PoE to the device, PoE injectors will have to be supplied. The local LAN is connected to the Data Centre of GICHF through a router and a VPN link. The device should be able to hold attendance data locally in case the link to the Data Centre is down. The devices will be managed by a central control software system located at the Data Centre in GICHF's private cloud. VMs and storage as required will be provided by GICHF in its private cloud. Role based access control with two factor authentication will be required to access the central system. The central system must be accessible through a web browser interface. New users will enroll from branches by authorized users by uploading photographs and entering employee details. The central system will maintain audit log of all access and changes have been made to the central system. Attendance data from the central system will have to be transferred to the SAP-based HRMS system of GICHF.

Section	Description
1. Pre-Implementation Activities	Conduct detailed surveys of all GICHFL 100 locations to determine optimal placement of biometric terminals. Assess network layout and power requirements.
2. Delivery & Installation	Deliver BIS-certified biometric devices Install devices at designated points with secure mounting, electrical cabling (IS-3043 compliant), and power distribution.
3. Cloud & Centralized Monitoring Setup	Install and configure a centralized cloud based control system for monitoring access logs across all locations. Enable remote access via secure cloud platform with encrypted data streams. Implement role-based access, audit logs, and multi-user support with activity tracking.
4. Security & Compliance	Alignment with OWASP 4.0 is mandatory, bidder should submit the certificate for the same., ISO/IEC 27001, and NIST Framework. Good to have alignment with ISO/IEC 27001 or NIST Framework. Encrypt all video and data streams. Conduct penetration testing and apply vulnerability patches. Install secure enclosures and locking mechanisms to prevent tampering. Harden hardware and software by disabling unused features, enforcing strong password policies, and securing server connections.
5. Certification & Documentation	Provide BIS Certification for biometric devices. Submit STQC compliance and ER test reports. Ensure devices meet government-grade security standards. Provide complete hardware and software BOM with firmware hashes and calibration certificates.
6. Training & Handover	Deliver on-site training to GICHFL staff at each location. Provide manuals, videos, and troubleshooting guides. Conduct live demonstrations of access control features, alerting, and maintenance procedures.
7. Warranty & Support	Offer a minimum 2-year on-site warranty for all biometric hardware and software. Provide optional Annual Maintenance Contract (AMC) for extended support. Ensure 24x7 helpline, dedicated service center access, and remote diagnostics with firmware updates.

BILL OF Quantities (BOQ)

Item Description	Make and Model	Quantity	Unit Price (INR) without taxes	Remarks
Biometric Attendance Device		100*		
Central Control Software System, perpetual licence		1		
Installation Charges, including cabling, power connections		100*		
Total Charges				
Annual Maintenance Contract Charge				

* Estimated Quantities to be used for bid evaluation. The selected bidder will do a site survey, network assessment, network design to arrive at the actual quantity. The number may increase or decrease.

Biometric Features: Facial recognition and thumbprint authentication

Specific Requirement	Yes / No	Remarks
Display: at least 5 Inch, 1280 X 720 Resolution, Full view IPS TFT Display		
Dual RGB + IR camera, FHD		
Liveness Detection Feature		
Network: Ethernet 10/100		
at least 8 GB storage for off-line storage of data.		

Central Control Software

Specific Requirement	Yes / No	Remarks
Central control software system for all 100 locations		
Role-based access and audit logs		
Mobile and web access with secure login		
Multi-user support with activity tracking		
Transfer of data to the SAP based HRMS system		

Documentation & Certification

Specific Requirement	Certification Reference	Remarks
BIS Certification as per IS 13252 (Part 1): 2010 / IEC 60950-1: 2005		
ER compliance test report for each model		
Certified under STQC ER standards (if applicable)		
Software and hardware BOM (Bill of Materials)		
Minimum 2-year warranty		
Optional Annual Maintenance Contract (5 years)		

Security Compliance

Specific Requirement	Certification Reference	Remarks
with OWASP 4.0		
Encryption of all data to prevent unauthorized access		
Regular penetration testing to identify and fix vulnerabilities		
Restricted access to systems for authorized personnel only, with periodic reviews		
Secure enclosures and locking mechanisms for device to prevent physical tampering		
Support for regular updates, strong password policies, disabling unused features, and secure server connections		

ANNEXURE I**LOCATION DETAILS:-**

The Selected Bidder shall deploy solution across all GICHFL's work locations (as mentioned in table below):

Sr	Branch	Location	Area	Address
1	Ahmedabad	Ahmedabad	753sq.ft. super built up	Shrangrila Arcade, 2nd floor, 100 feet road, 210, near Shyamal Crossing, Prahalad Nagar, Satellite area, Ahmedabad- 380015
2	Bangalore	Bangalore	2700sq.ft.. super built up	Leo Shopping Centre, 6TH floor, 44/45, Residency Cross Road, Bangalore-560025
3	Bannerghatta	Bangalore	600 sq. ft.	No.195,BILEKAHALLI, SUDHANVACOMPLEX, BANNERGHATTA MAINROAD,BANGALORE PIN- 560 076.
4	Barasat	Kolkata	720 sq.ft.. carpet area	Second floor, Kailas Bhavan, 7 4/37 Jessore road Sisir Kunja . SBI Bank Barasat Kolkata 700127
5	Bhubaneshwar	Bhubaneshwar	1170 sq.ft. carpet	Narula Market, 2nd floor, Plot no 501, Unit 3, Near Sriya Talkies Square, Janapath, Kharvel nagar, bhubaneshwar-Odisha 751001.
6	Boisar	Palghar	840 sq.ft. carpet	Harmony plaza, 2nd floor, 235, Opposite State Bank of India,Tarapur road, boisar (w), Palghar- 401501
7	Borivali	Mumbai	1123 SQ. FT. CARPE T	401, 4th Floor, Soni Shopping Centre Above Om Jewellers, L.T. Road, Borivali west -400092
8	Chandanag Ar	Hyderabad	1500 sq.ft.. super built up	No. 4-113 , 2nd Floor, Chandanagar Main Raod, Chandanagar Village, Mumbai Highway Near oriental Bank Of Commerce -500050
9	Chandigarh	Chandigarh	1089 sq.ft.	SCO No 44, Sector 31-D, Chandigarh-160031.
10	Chennai	Chennai	1834 sq.ft. built up	Khivraj complex-2,480, Anna salai, Opp. To Nandanam Arts College, Nandanam, Chennai-600035
11	Chinchwad	Pune	2200 sq.ft.. built up area	Off. Nos. 202 & 203, Second Floor, Premier Plaza II, G - Wing,Next to Premier Ltd, Pune-Mumbai Highway, Chinchwad, Pimpri, Pune --
12	Coimbatore	Coimbatore	1450 sq.ft.. built up	Jaya Complex, 100 feet road, 2nd floor, shop no 383, Opp. to Ganga Yamuna Theatre, Above Jayashri Electronics, Gandhipuram, Coimbatore- 641012
13	Dehradun New	Dehradun	806 sq.ft. carpet area	Plot No.2/2A, First Floor, Near Kishan Nagar Chowk, Ballupur Road, Dehradun- 248001, Uttarakhand.
14	Delhi	Delhi	1260 sq.ft. carpet area	UGF – 10A-E, Kanchanjunga building, 18 Barakhamba Road, Opp. to Metro station, Connaught place, New Delhi-110001
15	Durgapur	Durgapur	1600 sq.ft.. carpet area	Plot no MNAV-20, ground floor, North Avenue, Bengal Ambuja, P.S. durgapur 713216
16	Dwarka	Delhi Ncr	1000sq.f t carpet area	Bhagwati Plaza, F-102 & F- 103, First Floor, Plot No.12, Sector 5, Dwarka, Delhi – 110075

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17	Ecil	Hyderabad	500 sq. ft.	Flat No.301, Third Floor (South Portion),Sri Krishna Plaza, Plot No.163 Part And 164, H.No.1-7-43/163/Tf, Mahesh Nagar Main Road, Kapra Village, Ecil, Hyderabad – 500062.
18	Electronic City	Bangalore	1500 sq.ft.	96/1, GOBIND TOWERS, 2nd Floor, Hosur Road, Singasandra, above sbi bank, Bangalore- 560 068.
19	Faridabad	Haryana	525 sq.ft..	SHOP No.1, FIRST FLOOR, KRISHNA PALACE, SECTOR 20- B,NEAR AJRONDA FLYOVER, FARIDABAD,HARYANA-121001
20	Garia	Kolkata	800SQ. FT.	21, AnandaAbasan, Garia station road, hoilding no:186 near saktibodh math kolkata -700084
21	Gaziabad	Gaziabad	631 sq.ft.. carpet	Shop no 3, 1stfloor, In Astoria Boulevard, RDC, Rajnagar, Ghaziabad- 201002
22	Ghatkopar	Mumbai	205 sq.ft..	OFFICE NO.206, 86 CENTRAL, NEAR SHREYAS SIGNAL, GHATKOPAR-ANDHERI LINK ROAD, GHATKOPAR(W),MUMBAI- 400 086
23	Greater Noida	Greate R Noida	903 sq.ft. Super area	Office no 303, 3rd floor, Tradex tower-1.Alpha Commercial belt, sector alpha -1,Near Pari chowk, Greater noida UP-201307
24	Gurgaon	Delhi Ncr	1051 sq.ft. super	Unit No.3001/3002,3rd Floor,MGF Metropolis,M.G.Raod,Gurgaon- 122001.
25	Guwahati	Guwahati	1248 sq.ft.. carpet	House no.34, Ulubari, Dr. B. Baruah bye lane, Guwahati-781001. Assam
26	Hadapsar	Pune	558sq.ft.. built up	Office No.212, 2nd Floor, Jaymala Business Court, E-Wing, Mauje Manjri BK, Pune-Solapur Road, Taluka Haveli, District Pune – 412307
27	Hinjewadi	Pune	740 sq.ft.. carpet area	Office no 104, 1st floor, Pushpak Business Hub S No 130/4 4b+5, Bhumkar Chowk,Next to my car showroom & Royal Enfield showroom Pune- Mumbai highway Wakad Pune 411057
28	Hyderabad	Hyderabad	2850 sq.ft.. carpet	4 TH Floor, 3-6-438/4, Naspur House Himayatnagar- 500029
29	Indore	Indore	1197 sq.ft.	Apt No 309, 3rd floor, Commerce House, 7 Race Course Road, Indore, MP-452001
30	Jaipur	Jaipur	1532sq.f t super	Office no 403 and 404A Ganapati Plaza, 4th floor M.I road, Near Govt hostel, Jaipur- 302001
31	Jodhpur	Jodhpu R	1080sq.f t carpet	Prem Tower, Ground floor, P.NO 947, 10th D road, Sardarpura, Jodhpur-342003
32	Kalyan	Kalyan	795 sq.ft. Built up	Ved Mantra Building, 3rd floor, B-301, Agra road, Near Dakshin Mukhi Hanuman Mandir, Kalyan (w), Dist Thane- 421301
33	Kengeri	Bangalore	900 sq.ft. super built up	1104, 1st Main Road, 1st Floor, Kengeri Satellite town bangalore- 560060
34	Kochi	Kochi	1500 sq.ft. area	Elias Chamber, 1ST floor, Door no XL / 5396, Next to Sarita Theatre,Banerjee road, Kochi- 682018
35	Kolhapur	Kolhapur	480 sq.ft. carpet	Royal Plaza, 1st floor, C / 12, Dabholkar Corner, Kolhapur- 416001

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36	Kolkata	Kolkata	1777 sq.ft. area	National Insurance building, Ground floor, Opposite to GPO 5, Netaji Subhas road, Near the Mayor's bungalow, Kolkata- 700001
37	Kozhikode	Kozhikode	480 sq.ft. carpet	Shop No. 5/3282 J, Bldg. No. V/3282-A, 4th Floor, Holiday City Center, Opp. Kurisupally, Kozhikode - 673001
38	Kukatpally (Bangalore)	Hyderabad	500 sq. ft.	2-22-298/Pnr/Wbsf-37, Kukatpally, Hyderabad Pin - 500072
39	Kundli	Haryana	513 sq.ft..	UGB 124, UGF, BLOCK B, 1306, ROMAN COURT SUSHANT CITY, KUNDLI SONIPAT, HARYANA - 131 028.
40	Laxmi Nagar	Delhi	575 sq.ft..	OFFICE NO.SOS, 5TH FLOOR, LAXMI DEEP BUILDING, PLOT NO.9,DISTRICT CENTRE, LAXMI NAGAR, DELHI-110092.
41	Lb Nagar	Hyderabad	550 sq.ft.	H NO-3-13-124, 2nd floor, Rajiv Gandhi Nagar , L B Nagar Hyderabad-500060
42	Lucknow	Lucknow	2011 sq.ft. super built up	Centre Court Building, 3rd floor, 3c, 5 Park road, Thapar house, Lucknow- 266001
43	Ludhiana	Chandigarh	500 sq.ft. super built up	501, 5th Floor, San Plaza Building, Sco 15 Feroze Gandhi Market Ludhiana- 141001
44	Madurai	Madurai	900 sq.ft. carpet	Shanmuga Towers, 38/2, Krishnanagar Tank Road, Madurai main, Madurai, Poondhotam, Tamil Nadu- 625001
45	Mangalore Branch Office	Mangalore	715sq.ft.. built up	Shop no 109, 1st floor, Inland Ornite, Navabharath Circle, Opp. Ocean Pearl hotel, Mangalore-575003
46	Margao	Goa	653sq.ft..	L & L Correia's Pride, Office No. AS15, 2nd Floor, Above KFC Adjacent to MATHANY SALDANHA Administrative Complex Salcete Goa- 403601
47	Meerut	Meerut	1100 sq.ft. carpet area	Darshan Plaza, 2nd floor, Samrat Enclave, Garh road, Meerut, UP- 250004
48	Mumbai	Mumbai	1687 sq.ft.	4th FLOOR, CHOKSEY MANSION, OFFICE NO.303, SHAHID BHAGATSINGH ROAD, OPP. BLUE DART COURIER, LANDMARK -NEXT TO CAFE UNIVERSAL
49	Nagpur	Nagpur	418 Sq. ft. carpet	OFFICE 1-A, THIRD FLOOR, POONAM CHAMBER WING A, CHINDWARA ROAD, BYRAMJI TOWN, SADAR, NAGPUR- 440013
50	Narsingi (Bangalore)	Hyderabad	500 sq. ft.	Shop No.216, 2nd Floor, Kokapet One Mall, Gandipet cross Road, Kokapet, Hyderabad-500075
51	Nashik	Nashik	275 sq.ft. Built Up area	Niwas Plaza, Ground floor, 3-B, Sharanpur, Trimbak Link road, Opposite Tibetan Market, Nashik- 422005
52	Navi Mumbai Branch	Navi Mumbai	890 sq.ft. / 1100 Built up area	B-410, BSEL Tech Park Opp Vashi Railway Station, Sector 30A, Vashi, Navi Mumbai - 400 705.
53	Navi Mumbai Hub	Navi Mumbai	1266 sq.ft.. carpet	SATRA PLAZA, 211, 2ND FLOOR, PLOT NO.19, 20, SECTOR NO.19 DPALM BEACH ROAD, VASHINAVI MUMBAI-400703

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54	Nelamangala	Bangalore	702 sq. ft.	No.143/44A, 3RD FLOOR, B H ROAD, BINNAMANGALA,NELAMANGALA, BENGALURU-562123.
55	Nellore Branch	Nellore	1020 sq.ft.. built up	Door No.26-15- 27/4,2nd Floor,Sridhar,Towers,Annam aiah Circle,Mini Bypass Road,Nellore-524003
56	Nere Panvel	Panvel	2000SQ FT	SHOP NO 2-6, SURYAKIRAN CHS LTD, PLOT NO: 05, SEC NO :05 BEHIND D'MART, OPP NEEL VARDHAMAN, NEW PANVEL (EAST) RAIGAD DISTRICT- 410206
57	Noida	Noida	1000sq.ft.. carpet	Vishal Chambers, B-104, Sector 18, Noida UP- 201301
58	Office - 4Th Floor	Mumbai	7920 sq.ft..	4th floor National Insurance building, 14 Jamesdji Tata, Churchgate, Mumbai 400020
59	Office - 6Th Floor	Mumbai	2266 sq.ft..	6th floor National Insurance building, 14 Jamesdji Tata, Churchgate, Mumbai 400020
60	Panaji	Panaji	746 sq ft carpet area	Akash Bhavan, B-202, 2nd floor, Opposite Mathias Plaza, 18th June road, Panaji-403001
61	Patiala	Chandigarh	510 sq.ft..	S-42, DLF Colony, Sirhand road, Near HDFC Bank, Patiala-147001
62	Patna	Patna	420 sq.ft..	MaSharde Complex, 1st floor, East Boring Canal road,Above SBI Bank, Patna-800001
63	Pitampura (Delhi)	Delhi Ncr	1972 sq.ft.. carpet	511,5th floor, PP TOWER, Netaji Subhash Place, Delhi - 110034
64	Porur (Chennai)	Chennai	410 sq.ft. area	163/215, 1st floor, Mount Poonumallee, High road, near Iyyappanthangal bus depot Opp.Bharat Petrol Bunk ,Iyyappanthangal,Chennai, Porur chennai-600056
65	Pune	Shivaji Nagar	1100 sq ft carpet area/140 0 build	Neelkanth, C.T.S No 1018, F.P.No 870, Deep Bungalow Chowk, Near Model Colony, Shivaji Nagar, Bhamburda, Pune-411016
66	Raipur	Raipur	500 sq.ft. Built Up	Unit no.217,2nd floor, B wing,Crystal Arcade, Nr. Awanti Bai Chowk,Shankar nagar Raipur- 492007
67	Sangli	Sangli	500 sq. ft.	ORBIT, 202, SECOND FLOOR, OPP.COLLECTOR OFFICE, SANGLI-MIRAJ ROAD, VIJAY NAGAR, SANGLI-416415.
68	Sarjapur	Bangalore	300 sq. ft.	SARJAPURA MAIN ROAD, MUTHANALLUR CROSS,BENGALURU PIN - 560099
69	Siliguri	Siliguri	551 sq.ft. carpet area	H.NO.43/138/117, Word No.XI of SMC,3rd floor, Hill Cart Road,Siliguri,West Bengal- 734001.
70	Suchitra Circle	Hyderabad	1100 sq.ft. built up	plot no.64, 1st floor, Raghavendra Nagar opp: Godavari Homes kaman ,Quthbullapur , Suchitra,Secunderabad - 500055
71	Surat	Surat	404 sq.ft. carpet	111, SNS Business Park, University Road, Vesu,Surat - 395 007
72	Tambaram	Chennai	270sq.ft..	Solomon Street, No 2C, Adhi Nagar, East Tambaram, Chennai-600059

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73	Thane Office	Thane	1632 sq.ft.. carpet	Horizon Tower, 1st floor, Hariniwas Circle, Opp to Monalisa Building, Bhakti Mandir Rd, Thane (w)- 400602
74	Thrissur Branch	Thrissur	900 sq.ft.. carpet area	Door No. 25/500, 3rd floor, Maheshwari Building, M.G. Road, Thrissur, Kerala - 680001
75	Trichy	Trichy	1150sq.ft.. built up	Sri Krishna Enclave, NO 75, E / 3, 3rd floor, Thillai Nagar, trichy-620018
76	Trivandru M	Trivandrum	980 sq.ft.. super built up	P.T.C. Tower, 1st floor, S.S. Kovil road, Thampanoor, Thiruvananthapuram-695001
77	Ulwe	Mumbai	478 sq.ft.. carpet	SHOP No.3, VIGHNAHARTA COMPLEX, PLOT NO.105, SECTOR NO.21, ULWE, PIN - 410 206.
78	Vadodara	Vadodara	640 sq.ft.. carpet	S. F 211, Panorama Complex, 2nd floor, R.C Dutta road, Above Kala Niketan Store, Alkapuri, Vadodara- 390005
79	Varanasi	Varanasi	1564 sq.ft.. carpet	Prem Complex, 4th Floor, Plot no.C-33/2, Chandua Siga, Infront of Bharat Mandri. Varanasi- 221010.
80	Vasai	Vasai- Virar	850 sq.ft.. carpet area	B/101. 1st floor, Kini Arcade, Near stella petrol pump, banampur Vasai (w) Dist-Palghar-401202
81	Vijayawada	Vijayawada	500 sq.ft.. carpet	1st floor, D NO 59A-13-2, old P&T colony, Nirmala convent road, Near NTR circle, Vijayawada-520010
82	Virar	Virar	3440 sq.ft.. carpet	Sandeep house, 3rd floor, near Vijay vallabh hospital, Tirupati nagar, Phase-1 Virar (w), Thane dist- 401303.
83	Vizag	Vizag	1455 sq ft carpet/1 699.64 buildup	Sai shopping centre, 3rd floor, Room no 306 & 307, 47 – 14- 1, Dwarka Nagar, Vizag 530016.
84	White Field	Bangalore	600 sq.ft.. carpet	No.1, 2nd floor, Thimmaiah Complex, Immadihalli road, Whitefield, Bangalore- 560066
85	Yelahanka	Bangalore	1000 sq.ft.. carpet	Unit no 792, MIG II STAGE M.D.Road, Yelahanka, Bangalore- 560064

*In case of any addition/ reduction in the number of locations, the Selected Bidder must provide/ adjust the equipment as per rate card provided in Commercial Bid of this Tender Document.

SPECIAL TERMS AND CONDITIONS

1. The Bidders shall abide by the Special Terms and Conditions (STC) listed in this RFP document.
2. The Bidders are advised to submit the Bids strictly based on the terms and conditions and specifications contained in the RFP tender document including amendments, if any, issued by GICHFL prior to the date of submission of the Bids. The formats prescribed in this tender document should be scrupulously followed by the Bidders. Bids that do not comply with the terms and conditions hereof or are incomplete are liable for rejection. The Bidders must take due care and caution in this regard.
3. The contract shall be in force for the Contract Period, i.e., total period including implementation phase plus 5 years from the date of Go-Live declared by GICHFL. However, the contract can be extended further if mutually decided by GICHFL and the Selected Bidder.
4. The Selected Bidder shall enter into a detailed Service Level Agreement (SLA), a Non-Disclosure Agreement (NDA), a Deed of Indemnity with GICHFL (as per draft attached with tender document) within 30 days from the receipt of notification of the award of the contract. However, GICHFL reserves the right to alter/ vary/ amend/ modify all or any of the terms set out in the said draft Agreements before the same are signed.
5. No binding legal relationship shall exist between any of the Bidders and GICHFL until the execution of SLA.
6. In addition to the grounds prescribed under STC, if the Selected Bidder fails to furnish the Service Level Agreement, Reciprocal Non-Disclosure Agreement, Integrity Pact, Deed of Indemnity in accordance with provisions, terms, and conditions of the tender, the engagement shall be closed and engagement with next T1-L1 will be initiated..
7. The Selected Bidder shall follow the Information Security Policy of GICHFL, which will be shared after submission of NDA. In case the Selected Bidder is found to be in violation of the said policy, GICHFL reserves the right to terminate the contract in addition to any other remedies for breach, injunctive relief, and indemnity as per the contract and the applicable laws.
8. During evaluation and comparison of bids, GICHFL may, at his discretion, ask the Bidder for clarifications on the bid and/or shortfall information/ documents. The request shall be given as per RFP rules, asking the Bidder to respond by a specified date, and mentioning therein that, if the Bidder does not comply or respond by the date, his bid will be liable to be rejected. Depending on the outcome, such bids will be rejected or considered further. It is, however, clarified that no post-bid clarification at the initiative of the Bidder shall be entertained.
9. Correct technical information must be filled in. Filling up of the information using terms such as “OK”, “Accepted”, “Noted”, “As given in Brochure/ Manual” “negotiable”, “to be discussed” is not acceptable. GICHFL may treat such bids as not adhering to the guidelines and as unacceptable.
10. Any quotation or billing linked to GICHFL’s Assets and/ or Revenue will disqualify the Bidder.

11. If at any point in time the services of Selected Bidder are found to be non-satisfactory, the contract will be terminated as per the termination provisions of the SLA.
12. The Selected Bidder will treat all confidential data and information about GICHFL, obtained in the execution of this tender including any business, technical or financial information, in strict confidence and will not reveal such information to any other party. Successful Bidder shall sign the Reciprocal Non-Disclosure Agreement (NDA) agreement with GICHFL to maintain and protect the confidentiality of Data and Information.
13. All supporting documentation submitted by the Selected Bidder as part of this proposal shall become the property of GICHFL.
14. Amendments/ Corrigendum to the tender document, if any, will be communicated to the bidders appropriately. Any effort made by any Bidder to influence GICHFL in the evaluation/ contract award decision, may result in the rejection of the bid. It is GICHFL's intent to select the bid that is most advantageous to GICHFL, and each bid will be evaluated using the criteria and process outlined.
15. GICHFL reserves the right to conduct an audit of the Selected Bidder to determine whether the activities are being performed as required by the Scope and as agreed in the contract.
16. GICHFL reserves the right to take appropriate action against Bidder in case of breach of GTC including cancellation of contract, treating the contract as null and void and rejecting the Services, without any cost or consequence to GICHFL.
17. GICHFL reserves the right to:
 - a. Accept/ reject any or all the bids submitted by a Bidder, without assigning any reasons thereof.
 - b. Add, modify, relax, or waive off any condition(s) stipulated in the bid whenever deemed necessary.
18. It is construed that the Bidder has read all the terms and conditions before submitting the bid.
19. GICHFL authority will not be held responsible for any technical snag or network failure during on-line bidding.
20. The Selected Bidder shall adhere and comply with all the applicable laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities of India.
21. A Bidder shall submit only one proposal/ bid, either individually or as a joint venture in another proposal/ bid. If a Bidder including a joint venture partner submits or participates in another proposal/ bid, all such proposals/ bids shall be disqualified.
22. All information provided by GICHFL in this tender is offered in good faith. Individual items are subject to change at any time. GICHFL makes no certification that any item is without error. GICHFL is not responsible or liable for any use of the information or for any resulting claims.
23. Any publicity by the Selected Bidder in which the name of GICHFL is to be used must be done only with the explicit written permission of GICHFL.

24. The Selected Bidder will be responsible for gap identification and resolution to:
- Provide all functionalities mentioned in the scope of work.
 - The Selected Bidder will provide GICHFL with the gap identification report along with the necessary solutions to overcome the gaps and the time frames.
 - The Selected Bidder will ensure that gaps identified at the time of testing will be immediately resolved within the timelines agreed.
 - The Selected Bidder shall resolve gaps by customizing the proposed solution by way of modifications / enhancements, as necessary.
 - The Selected Bidder will give adequate time to GICHFL for reviewing the gap report.
 - The Selected Bidder will incorporate all the suggestions made by GICHFL to the gap report.

25. In case of any queries, kindly contact us at: -

GIC HOUSING FINANCE LTD
IT DEPARTMENT
NATIONAL INSURANCE BUILDING
6TH FLOOR, 14, J.TATA ROAD,
CHURCHGATE, MUMBAI – 400020.
[TEL.NO. 022-43041920](tel:022-43041920)

2. SERVICE LEVELS:

a. MEASUREMENT OF SERVICE LEVEL AND LIQUIDATED DAMAGES

In the event of poor performance or delay as per the requirements of the SLA and Tender Document, the Selected Bidder is solely responsible for the Penalty which shall be calculated as below.

Quarterly Recurring Charges (QRC) will be calculated from the AMS (Annual Maintenance Support) cost component provided in the Commercial Bid. The QRC used below refers to QRC applicable for the quarter in which the Service or Incident Request was created.

Payments will be adjusted for breach of SLA conditions against Quarterly Recurring Charges or QRC.

The Penalty Calculation depends on two levels of performance, namely:

- The Selected Bidder will get 100% of the Quarterly payment if the baseline performance metrics are complied with.
- The Selected Bidder will get quarterly payment after deducting penalty at the rates specified below in case of performance not meeting the SLA terms.

Penalty will be calculated based on the parameters below:

a) Service Request (SR) Management:

- i. Service Requests (SR) will consist of requests for changes to the existing network, audit recommendations, VAPT activities, custom reports generation, log reviews, other requests not explicitly mentioned in Scope of Work, etc.
- ii. The Selected Bidder shall make an estimate of the time required for carrying out the requested service/ task and this will be mutually agreed upon by the selected Bidder and GICHFL. Thereafter, the penalty cost for missed deadlines of each SR will result in a penalty of 1% of QRC per SR up to a maximum of 10% of QRC.
- iii. The monitoring/ support tool provided by Selected Bidder must capture such time frames for SRs and subsequent penalty calculations.

b) Incident Request (IR) Management:

- a. Incidents will consist of any event that disrupts the functioning of the infrastructure, like device failure, performance issues, downtimes, etc.
- b. Selected Bidder shall ensure that devices installed shall be centrally configured on GICHFL network and managed and maintained to ensure operational ease and continuity.
- c. Device and Services will be considered unavailable if the fault/ incident reported to the Selected Bidder by GICHFL or identified by Selected Bidder himself is of Severity Level “Critical” and will be referred to as “Device and Service Unavailability”.
- d. The Selected Bidder shall calculate, monthly, the “Device and Service Unavailability Time” experienced by GICHFL, in hours. A month shall be deemed to begin at 12:00AM Indian Standard Time (“IST”) on the first day of a calendar month (“Month”) and end 12:00AM IST on the first day of the next calendar month.
- e. The Selected Bidder shall also calculate “Net Working Time” in hours based on the number of calendar days in that month (e.g., January will have $31 \times 24 = 744$ hours of Net Working Time).
- f. At the end of a Month, Selected Bidder shall calculate the total amount of time the Device and Services were unavailable measured from the time when a fault/ incident of “Critical” Severity Level was reported to the Selected Bidder or is identified by Selected Bidder, whichever first occurs, until the time the fault/ incident is repaired/ resolved, and the Network & Services restored. This will be referred to as the “Network & Service Unavailability Time” and will be used in the calculation of “Device Uptime”.
- g. For “Medium” & “Low” category incidents, penalty will be calculated as below: For

Severity Level “Medium”: -

S.No.	Duration of Service Unavailability	Penalty
1	0 – 12 hours	No Penalty
2	After 12 hours	Severity level to be set to “Critical” and to be treated as “Device and Service Unavailability Time”

For Severity Level “Low”: -

S.No.	Duration of Service Unavailability	Penalty
1	0 – 12 hours	No Penalty
2	After 12 hours	Severity level to be set to “Critical” and to be treated as “Device and Service Unavailability Time”

- i. “Device Uptime” will be calculated monthly and must always be 99.99% or above as mentioned in SOW.

This will be calculated as below:

Device Uptime = $(1 - \{(\text{Device \& Service Unavailability Time} / \text{Net Working time}) \text{ in hours}\}) * 100\%$.

- c. Penalty will be calculated as a % of QRC against sliding % of Device Uptime as per below table:

Network Uptime %	% of QRC
≥ 99.99	0
$\geq 99.5 \& \leq 99.9$	1
$\geq 99.3 \& \leq 99.5$	2
$\geq 98.95 \& \leq 99.3$	3
$\geq 98.6 \& \leq 98.95$	5
$\geq 97.9 \& \leq 98.6$	7
$\geq 97.2 \& \leq 97.9$	9
$\geq 96.67 \& \leq 97.2$	10
< 96.67	10

- i. The Selected Bidder shall provide GICHFL with a prompt online report of the service unavailability & downtime.
- ii. The Penalty will be calculated monthly and then added up for a quarter and deducted from Quarterly Recurring Charges (QRC) of the AMS Cost to the Selected Bidder. The Selected Bidder shall adhere to all requirements laid out in the Tender Document and this Agreement.
- iii. The penalty calculated against SRs & IRs will be mutually exclusive.
- iv. The Selected Bidder must share detailed RCA report after closure of each such Incidents

d) Replacement of Faulty hardware: Delays in replacement of faulty hardware will be treated as Incidents and assigned severities in the timelines are not met by Selected Bidder.

Non-Compliance of SLAs

- a. The vendor must take note that the Max limits of penalties are of upper tolerance and GICHFL reserves the right to terminate the contract at any point of time for breach of SLAs without reaching the Max limit of penalties.
- b. **Note:** SLA will be calculated quarterly.

3.AUDIT REQUIREMENTS:

- a. GICHFL is subjected to various audits [internal / statutory / RBI etc.]. In the event of any observation by the audit regarding security, access etc., the same will be intimated to the Bidder. The Vendor to carry out the changes for enabling GICHFL to comply on the same, if required. No additional cost would be paid by GICHFL.

4. RIGHT TO AUDIT:

- a. Compliance with security best practices may be monitored by various periodic security audits performed by or on behalf of the Company. The periodicity of these audits will be decided at the discretion of the Company. These audits may include, but are not limited to, a review of access and authorization procedures, physical security controls, backup and recovery procedures, security controls and program change controls. To the extent that the Company deems it necessary to carry out a program of inspection and audit to safeguard against threats and hazards to the confidentiality, integrity, and availability of data, the selected bidder shall afford the Company's representatives access to the selected bidder's facilities, installations, technical resources, operations, documentation, records, databases and personnel. The selected bidder must provide the Company with access to various monitoring and performance measurement systems (both manual and automated). The Company has the right to get the monitoring and performance measurement systems (both manual and automated) audited without prior approval/notice to the selected bidder.

5. KNOWLEDGE TRANSFER:

- a. This section outlines the obligations and procedures for a comprehensive knowledge transfer from the incumbent service provider ("Outgoing Provider") to the newly selected service provider ("Incoming Provider") in the event of a change in service provision. The objective is to ensure a seamless transition with minimal impact on the client's operations, maintain service quality, and secure the continuity of critical functions.

6. Knowledge Transfer Obligations: -

From Outgoing Provider: The Outgoing Provider agrees to:

- a. Provide complete and accurate documentation related to the services being transitioned. This includes, but is not limited to, system architecture, process flows, incident reports, configuration details, and user guides.
- b. Offer detailed briefings and hands-on training sessions to the Incoming Provider's designated personnel on all aspects of the service operations, including the handling of any proprietary tools or specialized software.
- c. Facilitate a series of shadowing opportunities for the Incoming Provider's team to observe daily operations, incident response procedures, and maintenance routines.
- d. Make available subject matter experts (SME) to answer queries and provide advice to ensure a smooth handover and continuity of services.
- e. Ensure the transfer of all relevant digital assets, credentials, and access permissions to the Incoming Provider in a secure manner.

7. Submission of Proposals/ Guidelines for Bidders & Other related Terms & Conditions:

- a. The Bidders should ensure that all assumptions/clarifications required are clarified beforehand. Any bids with words/phrases such as (but not limited to) "assumption", "it is understood that", "conditional offer" may be subjected to rejection at any stage of evaluation.
- b. Bidders should submit their responses as per the formats given in this RFP in the following manner:
- c. Technical Commercial Proposal and Eligibility Criteria in envelope – Sealed Envelope (Hard Copy).
- d. Please note that prices should not be indicated in the technical proposal but should only be indicated in the Commercial proposal. However, a masked bill of material masking the price information be provided along with the technical proposal.
- e. The two sealed envelope containing copies of technical Proposal and commercial Proposal, clearly marked "Response to RFP Procurement of Centrally Controlled Biometric Access Control System for GICHFL".
- f. The outer envelope thus prepared should also indicate clearly the name, address, telephone number and E-mail ID of the Bidder to enable the Bid to be returned unopened in case it is found to be received after the time and date of Proposal submission prescribed herein
- g. All the pages of the Proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bidder's Proposal.

- h. The original Proposal shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the Bidder itself. Any such corrections must be initiated by the authorized signatory of the Bidder.
- i. All pages of the bid shall be initialed and stamped by the authorized signatory of the Bidder.
- j. The Bidder must submit a certificate of undertaking on its official letterhead duly signed by its authorized signatory confirming the acceptance of all the terms & conditions contained in and spread throughout this Bid Document.
- k. The Bidder should provide supportive documents regarding the proof of being an authorized OEM. Failing which will lead to the disqualification of such Bidder.
- l. Decision as to any arithmetical error, manifest or otherwise in the response to Bid Document shall be decided at the sole discretion of GICHFL and shall be binding on the Bidder. Any decision of GICHFL in this regard shall be final, conclusive and binding on the Bidder. Bidder should be a legal entity and financially solvent. Bidder must warrant that no legal action is pending against them in any legal jurisdiction which affects its ability to deliver the RFP requirements.
- m. GICHFL reserves the right to re-issue/re-commence the entire bid process in case of any anomaly, irregularity or discrepancy in regard thereof. Any decision of GICHFL in this regard shall be final, conclusive and binding on the Bidder.
- n. GICHFL reserves the right to modify its requirement for each product/service at any stage of the process.
- o. Modification to the RFP, if any, will be made available as an addendum on GICHFL website/will be emailed to bidder.

8. Managed Security Service:

- a. The bidder shall raise the invoice on arrear basis for the quarter along with a credit note for penalty for that quarter. The net of same will be released.
- b. Payment for any quarter will be made after deducting TDS/other taxes and applicable penalty/LD pertaining to the quarter.
- c. On receipt of payment advice from the company, the bidder must acknowledge the same and submit payment receipt/ confirmation.
- d. Payment for subsequent quarters will be made subject to satisfactory performance during the serviced period.
- e. The company has the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of the company.
- f. All payments will be made within 1 month of receiving the undisputed invoice along with credit note/invoice, if applicable.
- g. The Bidder must accept the payment terms proposed by the company. The financial bid submitted by the Bidder must be in conformity with the payment terms proposed by the company.

9. Notification of Award/Purchase Order:

- a. After selection of the T1 L1 bidder and obtaining internal approvals and prior to expiration of the period of Bid validity, GICHFL will send Notification of Award/Purchase Order to the selected Bidder.

10. Signing of Purchase Order:

- a. Within 2 days of receipt of the Purchase order the successful Bidder shall accept and acknowledge the Purchase Order.
- b. Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award.

11. Termination of Contract with selected bidder:

- a. There will be 2 months' prior notice that will be given by GICHFL to selected Bidder in case GICHFL wishes to discontinue the contract, be it any reason as inability to provide standard service/ due negligence in any part and so on during the contract period or as GICHFL may deem fit. If the selected Bidder wishes to discontinue the contract, then the Bidder must give a minimum of 6 months of prior notice.

12. Confidentiality Agreement

- a. Everyone to maintain confidentiality and shall disclose anything related to bid only to those employees involved in preparing the requested responses. The information contained in the RFP may not be reproduced in whole or in part without the express permission of the institution/org. (in this case GICHFL).

13. Payment in case of Termination of contract:

- a. Subject to the terms of the RFP, in case the contract is terminated, payment towards services will be made on a pro-rata basis, for the period services have been delivered, after deducting applicable penalty and TDS/other applicable taxes.

14. Force Majeure

- a. The Vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if any to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- b. For purposes of this Clause, "Force Majeure" means an event explicitly beyond the reasonable control of the Vendor and not involving the Vendor's fault or negligence and not foreseeable. Such events may include Acts of God or of public enemy, acts of Government of India in their sovereign capacity and acts of war.

- c. If a Force Majeure situation arises, the Vendor shall promptly notify the company in writing of such conditions and the cause thereof within fifteen calendar days. Unless otherwise directed by the company in writing, the Vendor shall continue to fulfil Vendors obligations under the Contract as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- d. In such a case the time for performance shall be extended by a period (s) not less than duration of such delay. If the duration of the delay continues beyond a period of three months, the company and the Vendor should hold consultations in an endeavor to find a solution to the problem.

15. Governing Law & Disputes

- a. All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If however, the parties cannot solve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of the courts at Mumbai, Maharashtra.
- b. During the arbitration proceedings the Vendor shall continue to work under the Contract unless otherwise directed in writing by GICHFL or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained.

16. KEY INSTRUCTIONS FOR THE BIDDERS:

1. Right to Terminate the Process

- a. GICHFL may terminate the RFP process at any time without assigning any reason. GICHFL makes no commitments, expresses or implies that this process will result in a business transaction with anyone.
- b. This RFP does not constitute an offer by GICHFL. The Bidder's participation in this process may result in GICHFL selecting the Bidder to engage towards execution of the subsequent contract.

2. SUBMISSION INSTRUCTIONS:

Bidders are required to submit their proposals in sealed envelopes. The envelope should be clearly marked as – Tender to RFP towards Procurement of Centrally Controlled Biometric Access Control System for GICHFL” in the top left-hand corner. Additionally, the envelope must be dated with the current date in the top right-hand corner. The contents of this envelope must include: The Minimum Eligibility Criteria table for the Bidder along with all supporting documents as specified in the RFP, each accompanied by their respective compliance status as outlined in the RFP.

17. Service Level Agreement

- a. SLAs define the quality and timeliness of service delivery during the agreement/contract period as mutually agreed upon. They help GICHFL sustain the planned business outcomes from the solution deployed on a continued basis over a sustained period.
- b. The Bidder needs to execute a Service Level Agreement with GICHFL covering all terms and conditions of this tender. Bidders need to strictly adhere to Service Level Agreements (SLA). GICHFL shall, without prejudice to its other rights and remedies under and in accordance with the GICHFL terms, levy liquidated damages in case of breach of SLA by the bidder. Services delivered by bidder should comply with the SLA. Service Levels will include Availability measurements and Performance parameters.
- c. Performance measurements would be assessed through audits or reports, as appropriate to be provided by the Bidder e.g. utilization reports, response time measurement reports, etc. and will be monitored by using existing GICHFL.
- d. Scheduled operation time means the scheduled operating hours of the System for the month. All planned downtime (for system maintenance) on the system would be deducted from the total operation time for the month to give the scheduled operation time.
- e. Commencement of SLA: The SLA shall commence immediately after contract is awarded. The liquidated damages will be deducted from the next payment milestone after the SLA holiday period.
- f. GICHFL business hours are typically between 9 am to 7 pm (Monday to Saturday) and the SLA will be applicable according to the technological operations window i.e. 24*7*365.

18. Taxes and Duties:

- a. All taxes deductible at source, if any, at the time of release of payments, shall be deducted at source as per the prevailing rate while making any payment.
- b. Commercial Bid should be specific and inclusive of GST, duties, charges and levies of State or Central Governments as applicable, VAT/Sales Tax, insurance, service taxes, Octroi etc.
- c. The benefits realized by the bidder due to lower rates of taxes, duties, charges and levies shall be passed on by the bidder to GICHFL.

19. Compliance Terms: -

Sr. No.	Terms to be agreed upon	Compliance (Yes / No)
1	The price quote should be in INR only.	
2	The aforesaid Scope of Work points are agreed by us for the period of 5 years or until the contract exists. If there are any discrepancies, Bidder should provide detailed update on SoW non-deliverables else, entire aforesaid SoW is considered to be agreed.	
3	The price quoted by the bidder should be valid for the period of 5 years by signing an SLA Agreement and NDA with GICHFL.	

4	The bidder should be responsible in providing the Implementation Support and Maintenance including technical support in coordination with OEMs during the contract period.	
5	The Bidder shall abide by all the Terms & Conditions as stated by GICHFL in the aforesaid RFP.	

20. PAYMENT TERMS:

1. The Contract price shall be equal to the amount specified in the Commercial Bid. Payments will be made only on satisfactory acceptance of the deliveries for each task as per the following schedule:
 - a. The Selected Bidder shall complete the implementation of Centrally Controlled Biometric Access Systems within 12 weeks of acceptance of the Purchase Order (PO). The new infrastructure must be end-user ready and fully live/ functioning within the above timelines.
 - b. One-Time Charges, which include Biometric devices implementation, as per the Commercial Bid would be paid for completion of activities as per Scope of work and sign-off from GICHFL.
 - c. Recurring charges, for Annual Maintenance Support, would be paid at the end of each quarter, on arrear basis, on receipt of invoice, thereafter for the duration of the Contract Period.
2. All Payments shall be made in Indian Rupees Only and will be subject to provisions of the Penalty or any other recoverable due from Selected Bidder to GICHFL.
3. GICHFL shall be entitled to make recoveries from the Selected Bidder's bill/ invoice or from any other amount due to the Selected Bidder, of the equivalent value of any payment made to it due to inadvertence, error, collusion, misconstruction, misstatement, or mistake.
4. Selected Bidder shall be deemed to have considered all the costs required for successful implementation of the Scope of Work as per Tender Document and this Agreement while submitting the Commercial bid. GICHFL will not be liable to pay any extra cost, charges or out-of-pocket expenses.
5. Payment for the implementation of the Scope of Work as per the Tender Document and this Agreement will be released after signing off for successful completion of the Scope of Work.
6. The Selected Bidder shall not, in any case whatsoever, link its billing to GICHFL's assets and/or revenue base.

-----END OF RFP DOCUMENT-----