

To purchase face detection attendance system and door access machine for various departments.

Mira Bhayandar Municipal Corporation

Tender Document

For

To purchase face detection attendance system and door access machine for various departments.

Re-Tender Notice Number: 671dt.11/02/2026

Price of Tender Copy: Rs. _____/- (Rupees _____ Only)

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A) DISCLAIMER

- i. All information contained in this Request for Proposal (RFP) is provided in good interest and faith. This is not an agreement and is not an offer or invitation to enter into an agreement of any kind with any party.
- ii. The information contained in this Request for Proposal document (RFP) or subsequently provided to bidders, whether verbally or in documentary or any other form by or on behalf of the Purchaser or any of their employees or advisers, is provided to bidders on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.
- iii. This RFP is not an agreement and is neither an offer nor invitation by the Purchaser to the prospective bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Purchaser in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the Purchaser, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.
- iv. Information provided in this RFP to the bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Purchaser accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
- v. The issue of this RFP does not imply that the Purchaser is bound to select a bidder or to appoint the selected bidder, as the case may be, for the Project and the Purchaser reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.
- vi. The bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Purchaser or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the bidder and the Purchaser shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an bidder in preparation of submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

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B) IMPORTANT INFORMATION

Information	Details
Period of sale of Tender Document	12/02/2026
Fee of Tender Document	Rs.5,700/- + Rs.1,026/- (18% GST) = Rs.6,726/-
Earnest Money Deposit (EMD)	Rs.95,000/-
Due Date of Tender submission	18/02/2026 1:00PM
Pre – Bid Meeting	16/02/2026 12:00AM
Time and date of opening of the tender	20/02/2026 1:00PM

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C) ACRONYMS AND ABBREVIATIONS

As Used in the Document	Description
EMD	Earnest Money Deposit
RFP	Request For Proposal
BG	Bank Guarantee
Purchaser	MBMC
COTS	Commercially off the Self
TEC	Tender evaluation Committee
Vendor	Successful Vendor Bidder
Client	MBMC
HODs	Head Of Departments
RACI Matrix	Responsibility Approve Consulted Informed
Authorized Signatory	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
Bidder	"Bidder" means any firm/ agency/ company/ contractor/ supplier/ vendor responding to Invitation for Bids and which is participating in the Bid. Also called "Offer-or" or "Quoter".
Contract	"The Contract" means a legally enforceable agreement entered into between MBMC and theselected bidder(s) with mutual obligations.
Day	"Day" means a working day as per Government Of India (GoI).
SLA	Service Level Agreement is a negotiated agreement between two parties wherein one is MBMC and the other is the service provider. It is a service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance.
Services	Services" means the services to be delivered by the successful bidder and as required to run the project successfully as per the Contract. A service is the intangible equivalent of an economic good.
Remote Locations	Are the different locations under MBMC jurisdiction where their employees work based onrequirement.

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MIRA BHAYANDAR MUNICIPAL CORPORATION

Computer Department

Re-Tender Notice No. 671dt.11/02/2026

The Commissioner, Mira Bhayandar Municipal Corporation, Mira Bhayandar invites tenders through e-tendering system for the following work from Registered Company or Partnership firm.

Sr. No.	Name Of Work	Tender Form Fee	EMD Amount	Time Limit For completion
	Description			
1	To purchase face detection attendance system and door access machine for various departments.			

Terms & Conditions:

1. The detailed tender notice and blank tender forms are available at www.mahatenders.gov.in from 12/02/2026 to 18/02/2026 up to 1.00am/pm
2. The tenders through e-Tendering system will be accepted 12/02/2026 to 18/02/2026 up to 1.00am/pm
3. Pre-bid meeting will be held on 16/02/2026 at 12.00 am/pm in the Conference room, Computer Department, MBMC, Bhayandar.
4. The tenders will be open on 20/02/2026 at 1.00 am/pm, if possible, at e-Tender cell, MBMC.
5. Commissioner MBMC reserves the right to reject one or all tenders without assigning any reason thereof and such decision will be final & binding to all.

Sd/- Commissioner
Mira Bhayandar Municipal Corporation
Mira Bhayandar

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D) INTRODUCTION

In recent years, MBMC has initiated various e-governance initiatives that aim to bring about holistic improvements in its operations with focus on revenue generation, efficiency enhancement and social responsiveness. One such initiative is to build sets of principles for delivery, fixture and authorization of facial geometry identity verifying and monitoring framework.

Background

Mira Bhayandar Municipal Corporation has been trying to enhance the quality of services, expand the infrastructure and accelerate its economic growth .The Corporation had initiated its journey in e Governance with an aim of creating a solid, system driven corporation with highest levels of Transparency, Accountability and Citizen Servicing Standards. It has created a hassle free interaction with the citizen. Payment of taxes, application for newer water connection, application for birth/ death certificate, and application for any other service or simply the registration of a civic complaint is done with ease in MBMC.

E) INSTRUCTIONS TO BIDDERS

F) Advice to the bidders

Bidders are advised to study this tender document carefully before participating. It shall be deemed that submission of tender by the bidder have been done after their careful study and examination of the tender document with full understanding to its implications. Tender is to be submitted as per Annexure format only. Failure to furnish all information as per the formats mentioned in the tender in every respect will be at the Bidder's risk and may result in the rejection of its tender.

G) Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its tender and MBMC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

H) Language

The Proposal should be filled by the Bidder in English language only.

I) Composition of Tender

The services required, tender procedures and tender terms are prescribed in this tender document. In addition to the invitation for bids, the tender document includes:

- ❖ Tender Notice
- ❖ Introduction
- ❖ Instructions to Bidders
- ❖ Scope of work
- ❖ Pre-Qualification Criteria & evaluation of tender
- ❖ Project milestones
- ❖ Service Level Agreement
- ❖ Terms and Conditions
- ❖ Annexures

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J) E-Tendering System

Issue of blank tender form

- i) The blank tender forms are available at www.mahatenders.gov.in. The procedure for purchasing the blank tender form is as follows.
 - ii) Bidders who wish to participate in the Bidding process must register on the website <http://mahatenders.gov.in/nicgep/app>. Bidders, whose registration is valid, may please ignore this step. At the time enrollment, the information required for enrollment should be filled. After enrollment the bidder will get his user name and password to his Mail Id.
 - iii) To participate in the online Tendering process, the Bidders must procure Digital Signature Certificates (class III) in accordance with the IT Act 2000. Bidders who already have a valid DSC need not procure a new DSC.
 - iv) A digital signature is required for purchasing and submission of Tender form. Queries regarding digital signature can be solved through help mode, bidder can contact Help Line No. 0222-28192828-255
 - v) Tender form, conditions of contract, specifications can be downloaded from the e- Tendering portal of Government of Maharashtra i.e. '<http://mahatenders.gov.in>'
 - vi) The bidder has to submit Tender form fee (Non Refundable) of Rs. Rs.5,700/- + Rs.1,026/- (18% GST) = Rs.6,726/- The Bidder shall submit the offer in Electronic formats both for technical and commercial proposals. However, Tender Form Fee (Non Refundable) Will be accepted through online payment mode only.
 - vii) The bidder has to submit the technical and commercial bid online only.
 - viii) Tender is to be submitted as per enclosed "Tender Form format" only.
 - ix) Attach the certificates, brochures & other documents asked for in the tender.
 - i) For any other queries, bidder can contact Help Line No. 0222-28192828-255
 - ii)
- Further information regarding the work can be obtained from IT Department, MBMC.

K) Tender Fee

The bidder has to submit **Tender form fee** (Non Refundable) of Rs.5,700/- + Rs.1,026/- (18% GST) = Rs.6,726/- The Bidder shall submit the offer in Electronic formats both for technical and commercial proposals. However, **Tender Form Fee (Non Refundable)** will be accepted through online payment mode only.

L) Earnest Money Deposit (EMD)

The bidders are required to submit **Earnest Money Deposit of Rs.95,000/- (Rupees Ninety five thousand)** and will be accepted through online payment mode only.

The EMD will be forfeited -

- a) If a tenderer withdraws its tender during the period of bid validity
- b) Or in case of a successful tenderer, if the tenderer fails
 - i. To sign the contract in accordance with terms and conditions;
 - ii. To furnish Bid Security Deposit as specified in terms and conditions.

M) Hand Written Documents, Erasures or Alterations

The offers containing erasures or alterations will not be considered. There should be no hand-written material,

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corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure/manual” is not acceptable. The Commissioner may treat offers not adhering to these guidelines as unacceptable.

N) Offer Validity Period

The offer should hold valid for a period of 1095 days from the date of the opening of tender.

O) Signing of Tender

The Tender Offer shall be signed by the Bidder or a person or persons duly authorized by the bidder’s organization. Such authorization shall be indicated by Authorization Certificate on the letter head of organization accompanying the tender offer.

P) Bid submission process

The tender should be submitted online through e-tendering system in Technical bid and Commercial bid format only. There will be two separate bids i.e. Technical Bid and Commercial Bid.

I) Technical Bid for Control system:

Sr.No	Eligibility Criteria to Participate	Documents required
1.	Form Fee	Online Form Fee Receipt
2.	EMD	Online EMD Receipt
3.	The bidder should be registered under Companies Act, Or a partnership firm registered under LLP Act, Or a proprietorship under Maharashtra shop and establishment ACT	Certificate of Incorporation/Registration
4.	The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices.	Self-declaration on Bidders letterhead duly signed by Bidder
5.	The bidder shall have valid PAN Card.	Valid PAN Registration Certificate
6.	The bidder shall have valid GST Certificate.	Valid GST Registration Certificate
7.	Bidder should have Experience in Supply of face detection attendance system and door access machine at least 2000 Employee, Mobile App. for Employee and Cloud Hosting Services in Govt. or Semi Govt. organization or ULB in last 5 years Three similar completed works of which work wise costing should not be less than the amount equal to 40% of the estimated cost. OR Two similar completed works of which work wise costing should not be less than the amount equal to 50% of the estimated cost. OR One similar completed work costing should not be less than the amount equal to 80% of the estimated cost.	Copy of Purchase Order + Work Completion Certificate
8.	Joint venture or consortium for any documents is not allowed.	Self-declaration of Joint venture

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9.	Average Last Three Years turnover should be 75% of the Estimated Cost CA Certified.	1) Audited statement for last 3 financial years of the bidder. 2) Certificate from the chartered Accountant/Statutory auditor
10.	The bidder should have office in Maharashtra as on date of submission of the Bid.	Valid address proof document
11.	Rs.500 Affidavit on stamp paper indication the authenticity of the attached/uploaded document.	Scan copy of Affidavit
12.	Bidder should have CMMI Class 3 certificate Or higher Certificate	Valid CMMI Class 3 Certificate

II) Commercial Bid for Control System:

Item Rate



Tender Inviting Authority: Dy. Commissioner (IT)

Name of Work: To purchase face detection attendance system and door access machine for various departments. Re-Tender Ref :- 671dt.11/02/2026

(Note : L1 bidder is decided on aggregate total of all BOQ items)

Name of the Bidder/ Bidding Firm / Company :							
PRICE SCHEDULE							
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)							
NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	Estimated Rate in Rs. P	Rates in Rs. Per Year (Including All Taxes Excluding GST) Rs. P	TOTAL AMOUNT Without Taxes in Rs. P	TOTAL AMOUNT In Words
1	2	4	5	6	13	53	55

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1	Description						
1.2	Dedicated sim-based router for smooth connectivity. (With Installing commencing & 3 years comprehensive warranty)	21.00	Unit	0.00		0.00	INR Zero Only
1.3	As per requirement of MBMC, customization in web application for attendance management including API for mobile application.	21.00	Unit	0.00		0.00	INR Zero Only
1.4	Robust metal enclosure box with lock & key (With Installing commencing & 3 years comprehensive warranty)	21.00	Unit	0.00		0.00	INR Zero Only
1.5	Battery for additional 4 hours backup for machine. (With Installing commencing & 3 years	21.00	Unit	0.00		0.00	INR Zero Only

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	comprehensive warranty)						
1.6	Door Access Machine (With Installing commencing & 3 years comprehensive warranty)	1.00	Unit	0.00		0.00	INR Zero Only
Total in Figures						0.00	INR Zero Only
Quoted Rate in Figures			Select			0.0000	Zero Only
Quoted Rate in Words		INR Zero Only					

- Note : 1) Bidder aggregate total of all item is lower is decided as L1
2) L1 bidder is decided on aggregate total of all BOQ items

Commercial bid container should contain **Annexure –D** in following manner:-

- i. Total cost of Biometric Devices with product specifications as mentioned in RFP.
- ii. Comprehensive AMC rates for Five Year of Biometric System face recognition machines as per RPP.
- iii. Switches, Electric and LAN Cabling, metal enclosure box, battery, router and sim card.

Q) Clarification of Offers / Proposal

To assist in the scrutiny, evaluation and comparison of offers, the Corporation may, at its discretion, ask some or all Bidders for technical clarification of their offer. The request for such clarifications and the response shall be in writing. To speed up the Tender process, the Corporation, at its discretion, may ask for any technical clarification to be submitted by means of facsimile by the Bidder. In such cases, original copy of the document describing the technical clarifications must be sent to the Corporation by means of courier / in person.

R) Address of Communication

Offers should be addressed to the following officer at the address given below:

Commissioner
Mira Bhandar Municipal Corporation (MBMC),
Indira Gandhi Bhawan, Chhatrapati Shivaji Maharaj Marg, Bhayandar West,
Mira Bhayandar, Maharashtra 401101

S) Opening of Tender & Evaluation of Tenders

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The Tenders received before the time & date specified will be opened as per the specified program in the office as mentioned in the Tender notice. The Tenders will be opened in the presence of Bidders or their authorized representatives, who choose to remain present on the opening day at the Scheduled time.

T) Process to be Confidential

Information relating to the examination, clarification, evaluation and comparison of bids and the award of a Contract shall not be disclosed to Bidders or any other Person not officially concerned with such process until the award to the successful Bidder has been announced.

U) Conditional offers by the Vendors

The bidder should abide by the terms and conditions specified in the tender document. If any bidder submit conditional proposal, such bids will be liable for outright rejection.

V) Non-transferable Tender

The tender document purchased through E-tendering system is not transferable. Only the party, who has purchased the tender, is entitled to quote.

W) Rejection of Tenders

The Commissioner, MBMC has the rights to reject any single or all the tenders without assigning any reasons thereof.

X) Performance Security Deposit

Successful Vendor will have to sign an Agreement Contract with MBMC and Submit within 15 Days Performance security deposit of 5% of contract value in the form of Bank Guarantee (BG) valid till conclusion of contract. (As per Annexure H). No interest will be applicable on Bank Guarantee. This Performance Bank Guarantee will be forfeited, if the onsite manpower or resources are withdrawn or failure to implement the project by the vendor without any intimation to MBMC.

Y) Agreement

Successful bidder is required to execute an Agreement within 15 Days as per details mentioned in Letter of Intent.

Z) Rights of the MBMC

The Commissioner, MBMC reserves the right to suitably increase / reduce the scope of Work put to this Tender.

AA) Interpretation of the Clauses in the Tender

In case of any ambiguity in the interpretation of any of the clauses in Tender Document, interpretation of the clauses by the Commissioner, MBMC shall be final and binding on all parties.

BB) Confidentiality

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The successful bidder will have to maintain strict Privacy and confidentiality of all the data it/its staff gets access to. Adequate provisions to be made by the successful bidder to ensure that no unrestricted access to the data to people in the organization is allowed who have not got necessary permissions.

CC) Location of Support

Vendor should deploy the manpower as mentioned in this Tender onsite during the period of maintenance and Support at MBMC. The manpower deployed will be working as per the official timings of MBMC.

DD) Indemnity

Vendor shall indemnify, protect and save MBMC against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of the PIS services rendered by him.

EE) Tender Evaluation Committee

The Tender Evaluation Committee (TEC) constituted by the MBMC shall evaluate the tenders. The decision of the Evaluation Committee in the evaluation of the Qualification criteria and Commercial bids shall be final. No correspondence will be entertained outside the process of negotiation / discussion with the Committee.

FF) SCOPE OF WORK

MBMC is looking for an agency to build sets of principles for delivery, fixture and authorization of facial geometry identity verifying and monitoring framework.

Objectives for implementation of such a system are:

- ❖ To create transparency and accountability so as to make the MBMC functioning more efficient and effective.
- ❖ To facilitate the marking of attendance through biometric devices (with face and finger impression facility) at offices and locations which will be provided by MBMC.
- ❖ MBMC intends to have a centralized Biometric (**Thumb impression and Face recognition**) Attendance System.
- ❖ The control system can be implemented in two type's i.e.
- ❖ Operation, Comprehensive Support Cost, Sensors, Adaptors, Wiring, routers, sim cards, Customized Reports, Etc.
- ❖ Vendor should bare cost of cloud hosting of application for entire contract period

GG) Detailed Process

The Process for Biometric Attendance System will be as follows:

Biometric Device:

Biometric devices for marking attendance will be installed and supplied to all MBMC offices and remote locations. The Device will be used by around 8000 employees, MBMC HQ and ward offices, hospitals, fire stations and other remote locations under MBMC jurisdiction. For the remote location, devices will be allocated to one authorized employee of MBMC at each location..

Registration

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Every officer/ official/employee will register his/her (Thumb impression & Face Impression) with System for the use of attendance marking through biometric machine. The registration will be done for minimum of 4 Finger in the system.

Marking of Attendance:

Registered officer/ official can mark his/ her attendance using biometric machine installed in offices on daily basis. In case of problem during marking of attendance, there should be facility of Employee USER ID based attendance and supplier/bidder shall take necessary action to ensure that the system recognizes the biometric details of every employee. There should be a provision for sending notifications whose attendance has not been captured in daily basis.

Attendance Management;

The attendance of all the MBMC locations should be accommodated by the biometric attendance management system installed at the MBMC web server.

HH) Detail Scope of Work

a) Installation of Biometric Device;

The successful bidder have to Procure, Supply and Install robust Biometric Attendance devices and routers (which are resistant to damage from poor handling and poor storage conditions at MBMC offices. The devices should come with some security boxes to minimize the chances of damage. Following is the tentative requirement of MBMC.

- Note: a. MBMC has the rights to increase or decrease no. of devices and related other equipment's also.
b. Selected vendor will have to deploy one dedicated resident technical support Executive for support onsite in MBMC office for the period of 3 years.

II) Hoisting of web based Attendance application on the Cloud server

The attendance application on the web server should accommodate the following...

- Collecting the attendance logs
- Daily Attendance Report
- Machine wise Attendance Report
- Time wise Attendance Report
- Daily Check-in and Check-out report
- Employee Check-in and Check-out Log Report
- Summary of Late coming employees
- Summary report of punctual Employees for a specified period
- Attendance Summary Report etc.
- Summary of regular absence/presence
- Employee wise attendance report
- Notifications from the devices for the attendances not received

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- The report should be in xls and PDF both
- Any other report as per the requirement of MBMC, Should be made available within 2 Days
- Integration with mobile application

Mobile (android) and ios application

- Android and ios based dashboard-monitoring application for admin.
- Admin would be able to check the attendance of employee through dashboard of mobile application.

JJ) Registration/enrollment of employees;

The registration will be done for Finger/Face reader for each employee of fixed and remote locations. The system should provide a tailor-made software for shift management of employees and scheduling of duty timings.

KK) Training and Support

- The bidder shall provide hands on user training to the MBMC staff for proper functioning of controlSystem.
- During training, user manuals for the Application Software shall be provided by the successful bidder.
- Acceptance Certificate should be on MBMC letterhead, and Date of Acceptance letter will be considered as date of Go-live.

LL) Onsite Maintenance and Support For (hardware & software) For 3 years

- I. The successful vendor should ensure proper functioning of the device.
- II. During the AMC period, the period will start from go live date. The bidder shall be responsible for management and maintenance of application software and its integration with devices, etc.
- III. Selected vendor should deploy needed Technical Support Engineer / Executive during the period of Support onsite at MBMC office, As & When required by MBMC.
- IV. The onsite support Engineer / Executive will have working time as per MBMC's officials working time. However, this support Engineer / Executive should be available from 6am till 6pm for support, if any problem occurs and should provide the support in time, Operation, Comprehensive Support Cost, biometric machines, routers, sim cards Wiring, , Customized Reports, etc.

MM) Face Reading and Thumb Impression Technical Requirements

Specifications of Control System, required by MBMC are as below

1. The Biometric device should have all Thumb impression and Face reader. The Biometric device should have option to use both functionalities at a time. It should also have option to use any one functionality, if MBMC decides to apply so.

1. Face Capacity : 3000
2. Fingerprint Capacity : 4000

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3. ID card Capacity : 10000
4. Transaction Capacity : 100000
5. Push Data : Yes
6. Communication : TCP/IP, RS232/485, USB Host
7. Display : 4.3-Inch Touch Screen

A. Automatic Status Switch, Self-Service Query, Work Code, SMS, DST, T9 Input, 9 Digit User ID, Scheduled Bell,

1. Photo ID Access Control Interfaces for: 3rd Party Electric Lock, Door Sensor, Exit Button, Alarm
2. Wiegand : Output
3. MiFare Card, Wi-Fi, 3G, 2000 mAh Backup Battery, FR-1200
4. Power Supply : 12V 3A
5. Operating Temperature : 0 °C ~ 45 °C
6. Operating Humidity : 20% - 80%
7. Dimension (in mm) : 193.6 x 165.2 x 86
8. Package Weight : 1.6 kg
9. High verification speed
10. Advanced and user-friendly UI
11. Chip encryption for firmware protection
 - a. Optional built-in battery backup providing approximately, 4 hours of continuous operation
12. Easy to extend functions and customize client's requirements
13. One face template is registered for one user only

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NN) PRE-QUALIFICATION CEITERIA

Keeping in view the complexity of the work involved, the following criteria are prescribed as pre- qualificationcriteria for bidders interested in undertaking this project.

Sr.No	Eligibility Criteria to Participate	Documents required
1.	Form Fee	Online Form Fee Receipt
2.	EMD	Online EMD Receipt
3.	The bidder should be registered under Companies Act, Or a partnership firm registered under LLP Act, Or a proprietorship under Maharashtra shop and establishment ACT	Certificate of Incorporation/Registration
4.	The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices.	Self-declaration on Bidders letterhead duly signed by Bidder
5.	The bidder shall have valid PAN Card.	Valid PAN Registration Certificate
6.	The bidder shall have valid GST Certificate.	Valid GST Registration Certificate
7.	<p>Bidder should have Experience in Supply of face detection attendance system and door access machine at least १००० Employee, Mobile App. for Employee and Cloud Hosting Services in Govt. or Semi Govt. organization or ULB in last 5 years</p> <p>Three similar completed works of which work wise costing should not be less than the amount equal to 40% of the estimated cost.</p> <p style="text-align: center;">OR</p> <p>Two similar completed works of which work wise costing should not be less than the amount equal to 50% of the estimated cost.</p> <p style="text-align: center;">OR</p> <p>One similar completed work costing should not be less than the amount equal to 80% of the estimated cost.</p>	Copy of Purchase Order + Work Completion Certificate
8.	Joint venture or consortium for any documents is not allowed.	Self-declaration of Joint venture
9.	Average Last Three Years turnover should be 75% of the Estimated Cost CA Certified.	<p>1) Audited statement for last 3 financial years of the bidder.</p> <p>2) Certificate from the chartered Accountant/Statutory auditor</p>
10.	The bidder should have office in Maharashtra as on date of submission of the Bid.	Valid address proof document
11.	Rs.500 Affidavit on stamp paper indication the authenticity of the attached/uploaded document.	Scan copy of Affidavit
12.	Bidder should have CMMI Class 3 certificate Or higher Certificate	Valid CMMI Class 3 Certificate

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Besides above mandatory Pre-qualification criteria, bidder will also have to submit the copy of following valid certifications in their bid:

OO) BID OPENING AND EVALUATION PROCESS

- A. The bids qualified in the Technical Bid will be eligible for Commercial Bid opening.
- B. MBMC will have rights for verification of documents / seek documents from bidders, if required during evaluation of Tender. Bidders should support and provide the required document, if any asked during tender evaluation process.
- C. The selection of Bidder will be based on Commercially Lowest (L1)

PP) AWARD OF CONTRACT

The contract will be awarded to the successful bidder, whose bid has been determined to be substantially responsive and commercially lowest.

QQ) SIGNING OF CONTRACT

At the same time as Client notifies the successful bidder that its bid has been accepted, Client shall enter into a separate contract with the successful Bidder. Terms and Conditions specified in the RFP document shall become the part and parcel of the contract document.

RR) PERFORMANCE BANK GUARANTEE

- a) The successful bidder shall at his own expense deposit with Client, within fifteen (15) working days of the date of notice of award of the contract or prior to signing of the contract whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Bank acceptable to Client, payable on demand, for the due performance and fulfillment of the contract by the bidder.
- b) The performance guarantee shall be denominated in the currency of the contract and shall be in the form of a bank guarantee.
- c) This Performance Bank Guarantee will be for an amount equivalent to 5% of contract value. All charges whatsoever such as premium; commission etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.
- d) The performance bank guarantee shall be valid until the end of three months after the completion of the Contract with the successful bidder. Subject to the terms and conditions in the Performance Bank Guarantee, three months after the contract completion, the Performance Bank Guarantee will lapse automatically.
- e) The Performance Bank Guarantee may be discharged/ returned by Client upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
- f) In the event of the Bidder being unable to service the contract for whatever reason, Client would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of Client under the contract in the matter, the proceeds of the PBG shall be payable to Client as compensation for any loss resulting from the bidder's failure to complete its obligations under the Contract. Client shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.
- g) Client shall also be entitled to make recoveries from the bidder's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

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SS) SERVICE LEVEL AGREEMENT

This section defines various Service Level Indicators for the System are Listed

S. No.	Indicative SLA Parameter	SLA Measurement	SLA Target
1	Daily Data transfer	Time	99.9%
2	Ability of biometric application	Time	99.9%
3	Enrollment Failure Rate	No. of enrollees	0.1%
4	Time for employee verification	Time	< 1 sec
5	Defect Rectification	In days	1 day
6	Uptime of Hardware (Servers & other hardware)	Time	99%

TT) PAYMENT SCHEDULE

I. The Supplier's/ Bidder's request for payment shall be made to the Purchaser in writing, accompanied by invoices describing, as appropriate, the related material supplied/services provided. The Service Provider will define the services performed and substantiate with documents pursuant to general conditions of the contract and fulfillment of all the obligations stipulated in the awarded Contract documents.

II. The currency or currencies in which payments shall be made to the Supplier under this Contract shall be Indian Rupees (INR) only.

III. The payment shall be made by the purchaser only after the suppliers/contractors have delivered the products or services in full quantities ordered and obtained a certificate of successful installation and satisfactory performance from each user. The Service Provider has to ensure proper hand holding of the system.

IV. No advance payments will be made to any firm.

V. Amount payable to the Service Provider as stated in the Contract shall remain non-negotiable and fixed during the tenure of the Contract.

Sr. No.	Milestone	% Amount Payable	
1	Face Recognition Biometric Attendance with sim based router	On supply and installation of Biometric Attendance System.	50%
		Submission and Sign-off for Software Requirement Specification (SRS)	5%
		User Acceptance Test (UAT)	10%
		Training to MBMC Users	5%
		Go-Live of Software Application	20%
		Steady monitoring of Software application for next Three months after Go Live of project	10%
4	Annual Maintenance and Support	After completion of every three months (Quarterly)	

UU) TERMS AND CONDITIONS

VV) TERMINATION FOR DEFAULT

MBMC may without prejudice to any other remedy for breach of contract, by written notice of default sent to the vendor, terminate the Contract in whole or part;

If the vendor fails to deliver any or all of the services within the period(s) specified in the Contract / Agreement.

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- If the vendor fails to perform as per performance standard

WW) FORCE MAJEURE

The vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and 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. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, fire, floods, strikes, lock-outs and freight embargoes. If a Force Majeure situation arises, the vendor shall promptly notify MBMC in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by the Bank in writing, the vendor shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

XX) TERMINATION FOR INSOLVENCY

MBMC may at any time terminate the Contract / Agreement by giving one month written notice to the vendor, if the vendor becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the tendering authority.

YY) FORFEITING PERFORMANCE BANK GUARANTEE:

In the event of breach of agreement, MBMC reserves its right to forfeiting Performance Bank Guarantee of the Vendor.

ZZ) SUPPORT:

The support for this Project will commence from the date of Go-Live certification from MBMC officials. The vendor is required to provide Support after-installation and commissioning service by arranging timely attending of calls (within 24 hour) received from the ward offices where the equipment has been installed & commissioned; and problem rectification through competent service engineers. The desired support line should be uniformly maintained at all the sites. To ensure timely rectification of the complaints, the vendor has to maintain sufficient inventory of spare parts/equipment's at all the support centers to avoid unnecessary delay in obtaining the spare parts/equipment's. The vendor must supply the details of its service/support infrastructure meant for registering the complaints along with the contact numbers like mobile nos., phone nos., electronic mail addresses etc. of its service engineers.

Technical Support Executive will have to be deployed on-site during the period of contract.

AAA) MANUALS / GUIDES:

The equipment will have to be supplied with all the manuals / guides in electronic form and / or printed booklet(s) as provided by the respective Original Equipment Manufacturers. All the manuals / guides should be in English only.

BBB) TRAINING:

The vendor's technician at the time of installation of System will properly train MBMC staff members as & when required to enable them to operate the system. A hard copy of Training manual will also have to be provided by vendor for ready reference.

CCC) WARRANTY:

The bid of the vendors will include comprehensive on-site warranty, covering replacement of all unserviceable parts for 3 years, starting from the date of installation and acceptance MBMC. Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all installed equipment covered by the RFP. Vendor must

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warrant all equipment, against any manufacturing defects of the device during the warranty period.

DDD) HARDWARE FAILURE:

If, during the warranty period as well as AMC period, any equipment fails to function properly three or more times during a quarter due to any reason except force Majeure event, the vendor shall arrange replacement of the same by new equipment of same or higher configuration, at no extra cost to the MBMC.

EEE) INDEMNITY:

Vendor shall indemnify, protect and save MBMC against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademark, copyright etc. or such other statutory infringements in respect of all the network equipment supplied by it.

FFF) GUARANTEES:

Vendor should guarantee that all equipment's delivered to MBMC are brand-new and as per specification of the Tender. All equipment must be sealed box-packed and supplied with their original and complete electronic and / or paper printed documentation.

The equipment/product must conform to the specifications given and of desired quality. The Data Capture format and face recognition image format should conform to ISO 19794.4 standard.

❖ **Resolution of Disputes –**

MBMC and the Service Provider shall make every effort to resolve amicably, by direct informal negotiation or by approaching the independent expert (agreed upon by both the parties) any disagreement or dispute arising between them under or in connection with the agreement. If after 60 days from the commencement of such informal negotiations or intervention of independent expert, MBMC and the service provider are unable to resolve amicably Such dispute, the matter will be referred to the Municipal Commissioner and his/her opinion shall be taken as final and binding on the service provider.

❖ **Amicable Resolution**

GGG) Save where expressly stated to the contrary in this agreement, any dispute, difference or controversy of whatever nature howsoever arising under, out of or in relation to this Agreement including incompleteness of the Project Facilities between the parties and so notified in writing by either party to the other (the Dispute) in the first instance shall be attempted to be resolved amicably in accordance with the conciliation procedure set forth in sub-clause (B) below.

HHH) If the Dispute is not resolved as evidenced by the signing of the written terms of settlement within 30 Working days of the aforesaid notice in writing or such longer period as may be mutually agreed by the parties then the provisions in the tender shall apply.

❖ **Arbitration**

- 1) Any Dispute, which is not resolved amicably as provided in clause above shall be finally decided by reference to arbitration by a Board of Arbitrators, appointed pursuant to clause below Such arbitration shall be held in accordance with the Rules of Arbitration of the Indian Council of Arbitration and shall be subject to provisions of the Indian Arbitration and Conciliation Act 1996 and any amendments there to.
- 2) There shall be a Board of three arbitrators of whom each party shall select one and the third arbitrator shall be appointed in accordance with the rules of Arbitration of the Indian Council of Arbitration.
- 3) The arbitrators shall issue a reasoned award
- 4) The Venue of Such arbitration shall be Mira Bhaindar, Maharashtra, India.

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DECLARATION

1. I / We have read the instructions appended on the Performa and I / We understand that if any false information is detected at a later date, any future contract made between ourselves and MBMC on the basis of the information given by me / us can be treated as invalid by the bank and I / we will be solely responsible for the consequences.

2. I / We agree that the decision of the MBMC in selection of Contractors will be final and binding on us.

3. All the information furnished by me hereunder is correct to the best of my knowledge and belief.

4. I / We agree that I / We have no objection if enquiries are made about the works listed by me / us in the accompanying sheets.

Signature

Date

Seal of the Bidder

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❖ Annexure B- TECHNICAL COMPLIANCE SHEET

1. Specifications of Control System: - Specifications of Control System, required by the MBMC are as follows

Sr. No	Description	Remarks
1	Facial recognition monitoring framework. <ul style="list-style-type: none"> A. Storage Capacity. <ul style="list-style-type: none"> • Face Capacity: 3000 • Fingerprint Capacity: 4000 • ID card Capacity: 10000 • Transaction Capacity: 100000 • Push Data: Yes • Communication: TCP/IP, RS232/485, USB Host • Display: 4.3-Inch Touch Screen 	
	<ul style="list-style-type: none"> B. Standard Functions <ul style="list-style-type: none"> • Automatic Status Switch, Self-Service Query, Work Code, SMS, DST, T9 Input, 9 Digit User ID, Scheduled Bell, • Photo ID Access Control Interfaces for: 3rd Party Electric Lock, Door Sensor, Exit Button, Alarm • Wiegand: Output. 	
	<ul style="list-style-type: none"> C. Optional Function <ul style="list-style-type: none"> • MiFare Card, Wi-Fi, 3G, 2000 mAh Backup Battery, FR-1200. 	
	<ul style="list-style-type: none"> D. Power and environment <ul style="list-style-type: none"> • Power Supply: 12V 3A • Operating Temperature: 0 °C ~ 45 °C • Operating Humidity: 20% - 80% • Dimension (in mm): 193.6 x 165.2 x 86 • Package Weight: 1.6 kg 	
	<ul style="list-style-type: none"> E. Features <ul style="list-style-type: none"> • High verification speed • Advanced and user-friendly UI • Chip encryption for firmware protection • Optional built-in battery backup providing approximately, 4 hours of continuous operation • Easy to extend functions and customize client's requirements • One face template is registered for one user only 	

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❖ **Annexure C- Undertaking of Authenticity for Bio-metric System**

Sub: SUPPLY OF Biometric System & Face Recognition System

Ref: 1. Your Purchase Order No-----dated -----

2. Our invoice no./ Quotation no. -----dated -----

With reference to the **Bio-metric System & CCTV NVR System** being supplied / quoted to you vide our invoice no. cited above.

We hereby undertake that all the components / parts / assembly / software used in the Bio-metric System are / shall be original new and latest components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly / software are being used or shall be used.

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery / installation. It will be our responsibility to produce such letters from our OEM Supplier's at the time of delivery or within a reasonable time.

In case of default or if we are unable to comply with above at the time of delivery or during installation, we agree to take back the systems without demur, if already supplied and return the money if any paid to us by you in this regard.

We also take full responsibility of both Parts & maintenance service as per the content even if there is any defect by our authorized Service Center.

Authorized signatory

Name:

Designation:

Place:

Date

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❖ **ANNEXURE –D- COMMERCIAL BID- format**

*The no. of devices / quantities mentioned above will be decided by MBMC and bidder will have to adhere it accordingly.

Note: The costs in table should be quoted inclusive of all applicable Taxes.

Signature

Date

Seal of the bidder

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❖ **ANNEXURE –E- Response time performance criteria for cloud**

Response time: Response time is the time interval between the instant at which the LAN user/Internet user at a terminal enters a request for a response from the Database server and the instant at which the response is received completely at the terminal.

User Activity	Lan Users/Internet User (App Server to DB)	
	90% of Cases	All
Menu Navigation- To display the menu as per the defined user role and profile.	<4 Sec	<6Sec
Screen Opening_ To display the selected data entry screen from the menu chosen	<4 Sec	<6Sec
Field Navigation- To navigate between the data entry fields in the screen	<7Sec	<10Sec
Look up response time- To display items from list of values	<10Sec	<12Sec
Look up response time-To display the required data	<10Sec	<15Sec
Screen Navigation-Time taken to navigate from one screen (tab page) to another which does not involve processing in earlier screen.	<5Sec	<7Sec
Transaction Commit - Response time taken to commit a simple transaction	<10Sec	<15Sec
Query Retrieval Response Time		
Simple Query	<8Sec	<15Sec
Medium Complexity Query	<15Sec	<20Sec

User Activity	Lan Users/Internet User (App Server to DB)	
	90% of Cases	All
High Complexity Query	<4 Sec	<6Sec
Reports Generation Response Time		
Simple Report		
Medium Complexity report		
High Complexity report		

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1. Non - Adherence to the above-mentioned response time would be considered as a bug and the penalty would be levied as per above table for the non-resolution. Support service shall be available 24*7.
2. Bidder shall provide a software to measure the performance for the above-mentioned SLAs.
3. The Successful Bidder will have to maintain strict Privacy and confidentiality of all the data it/its staff gets access to, Adequate provisions to be made to not to allow unrestricted access to the data to people in the organization who have not got the necessary permissions, Successful Bidder cannot sell or part with any data in any form.

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❖ **ANNEXURE –F- Tech Form 13- Format for Cloud Service Authorization Form and Undertaking from Cloud Service Provider .**

This authorization should be written on the letterhead of the cloud service provider and be signed by a person with the proper authority to sign documents that are binding on the bidder.

To
The Commissioner,
Mira Bhaindar Municipal Corporation,
Bhaindar(W).

Ref: Cloud Service Authorization Form and undertaking on cloud service requirements proposed by M/s.<Name of Bidder> for implementation of Smart Governance solution in Mira Bhaindar Municipal Corporation

Dear Sir,

Whereas< Legal Name of Cloud Service Provider>_ who is having cloud enabled data center in India for hereby authorize < Name of Bidder> to submit a bid with cloud services from its cloud enabled data center and subsequently sign a contract with you for resale of the cloud services provided by us.

we also certify that our cloud Data center complies with all Tender requirements in regards of Providing cloud services. We have also vetted following offerings as mentioned by bidder in its bid.

1. Security Requirements
2. Backup requirements /Business Continuity plan.
3. Service Levels Agreements including Infrastructure Availability.
4. Recovery Time objectives (RTO) and recovery point objectives requirements
5. Operational requirements such as scalability on demand

We do confirm that following offering are either available or will be made available within the timelines as mentioned in the RFP.

Thanking You,
Yours Faithfully

(Signature of the Authorized signatory of the CSP)

Name :-
Designation :-
Date :-
Company Seal :-
Business Address :-

Only through CSPs empaneled by Government Of Maharashtra.

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ANNEXURE –H- Performance Guarantee Format

To,
The Commissioner,
Mira Bhayandar Municipal Corporation,
Bhayandar (W)

WHEREAS (Name of Contractor) hereinafter called "The Contractor" has undertaken to undertake the work as per the terms and conditions specified in the RFP Ref. No. _____/ hereinafter called "The Contract".

AND WHEREAS it has been stipulated by you in the said Contract that the Contractor shall furnish you with a bank Guarantee by a nationalized bank or Scheduled Bank for the sum specified therein as security for compliance with the Contractor's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Contractor a guarantee

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Contractor, up to a total of..... (Amount of the guarantee in words and figures) and we undertake to pay you, upon your first written demand declaring the Contractor to be in default the contract and without cavil or argument any sums within the limit ofas aforesaid, without your needing to prove or to show this grounds or reasons for your demand or the sum specified therein. This

guarantee is valid until the.....day of.....

Signature and Seal of Guarantors

Date _____

<Name and SignatureOf
the Vendor
With Rubber Stamp>

Address _____

Annexure I

AFFIDAVIT

(To be submitted on Stamp of Rs. 500 in Envelope No. 1)

I _____ Age _____ address _____
_____ (Authorized signatory to sign the contract), hereby submit, vide this affidavit in truth, that I am the owner of the contracting firm _____ / authorized signatory and I am submitting the documents in envelope no. 1 for the purpose of scrutiny of the contract. I hereby agree to the conditions mentioned below: -

1. I am liable for action under Indian Penal Code for submission of any false/Fraudulent paper / information submitted in envelope no. 1.
2. I am liable for action under Indian Penal Code if during contract period and defect liability period, any false information, false bill of purchases supporting proof of purchase, proof of testing submitted by my staff, subletting company or by myself, I will be liable for action under Indian Penal Code.
3. I am liable for action under Indian Penal Code if any paper are found false/fraudulent during contract period and even after the completion of contract (finalization of final bill).

(Signature of Contractor)
(Seal of Company)