Institute of Business Administration Karachi

Tender Form

For

Smart Card Solution of IBA

Date of issue   : 29-03-2015
Last date of submission: 15-04-2015

Tender # IT/84/2014-15

1. General Terms & Conditions

a) Earnest money (Bid Security)

An earnest money, in the shape of a bank draft / pay order in the name of "**Institute of Business Administration**" Karachi, equivalent to 5% of the total cost of bid, should be submitted along with the tender documents.

b) Validity of the proposal

All proposal and prices shall remain valid for a period of 90 days from the closing date of the submission of the proposal. However, the responding organization is encouraged to state a longer period of validity for the proposal.

c) Currency

All currency in the proposal shall be quoted in Pakistan Rupees (PKR).

d) Sales Tax and other Taxes

Organization (RO) is hereby informed that the IBA shall deduct tax at the rate prescribed under the tax laws of Pakistan, from all payments for services rendered by any responding organization. The responding organization will be responsible for all taxes on transactions and / or income, which may be levied by the government. If responding organization is exempted from any specific taxes, then it is requested to provide the relevant documents with the proposal.

It is to be **noted** that IBA Karachi being an educational Institution is exempt from the whole of customs-duties (specified in the First Schedule to the Customs Act, 1969 (IV of 1969)), and the whole of sales tax on the goods imported in the name of IBA-Karachi. The Letter of Credit (LC) will however be opened by the vendor.

Prices must be quoted as per attached price sheet.

e) OEM Relationships & Warranties

The responding organization (RO) should be an authorized business partner from the **ORIGINAL EUIPMENT MANUFACTURER (OEM)**, for the proposed hardware, software or networking components in Pakistan. A certificate to their effect should be included in the proposal otherwise the bid is liable to be rejected.

Selected vendor will provide maintenance / support service, after expiry of warranty, for each

category of products identified, at a rate, which is not more than 10% of the initial purchase / license cost. Selected vendor should also be committed to provide maintenance / support service for a period of at least three years after expiry of warranty period. However, IBA will not be bound to avail this service.

The equipment should be supplied through verifiable distribution channel in Pakistan.

f) Ownership

The ownership of all products and services rendered under any contract arising as a result of this tender will be the sole property of IBA.

g) Delivery of Equipment

All equipment for the project will be delivered new, in packed condition directly to the location, as per the discretion of IBA. If equipment delivered is not conforming to the specifications and bill of quantity, the equipment will not be accepted. The equipment will be installed only after inspection.

Delivery time must be of Twelve weeks from the date of Purchase Order, in case of late delivery the vendor is bound to provide at least 50% of the backup equipment for the smooth working till the delivery of purchased equipment.

## h) Arbitration and governing law

This tender and any contract executed pursuant to this tender shall be governed by and construed in accordance with the laws of Pakistan. The IBA and all responding organizations responding to this tender and parties to any contract executed pursuant to this tender shall submit to the exclusive jurisdiction of the Pakistani Courts. The arbitration proceeding will be governed by the Arbitration Act, 1940, and the substantive and procedural law of Pakistan. The venue shall be Karachi.

i) Acceptance of Proposals

The IBA reserves the right not to accept the lowest or any proposal and to annul the bidding process without assigning any reason whatsoever. IBA Karachi may ask to provide demo unit which vendor quoted in the tender. After the final inspection of the unit the decision will be made.

j) Support Capabilities

The RO should indicate the support capabilities for all the hardware provided during the course of the project. Details of qualifications / capabilities of support staff should also be included in
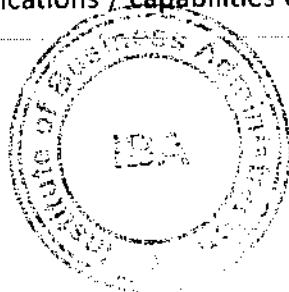
the corporate profile.

k) Compliance to specifications

The RO shall provide information as per requirements given in **Annexure - A**. However, RO can submit multiple solutions. RO may not propose / supply any kind of refurbished hardware equipment's / components in their proposals.

Bidder MUST quote prices as per requirement mentioned in the attached in Annex C.

l) Material

Material of this order is subject to final inspection from Technical Team at the time of delivery.

m) Cancellation

IBA reserves the right to cancel any or all of the above items if material is not in accordance with its specifications or if the delivery is delayed.

n) Payment

90% of the total order would be paid on successful delivery, installation, commissioning and integration of the equipment subject to final acceptance by IBA, Karachi.
10% of the order would be paid after 6 months of commissioning & final acceptance by IBA. The supplier will submit the commercial invoice directly to the Finance Department of IBA, Karachi against which payment will be released after deduction of applicable taxes.
Advance payment will ONLY be made against Bank Guarantee of "A" Rated bank of the same amount

n. a. Performance Security:
Performance security, up to 10% of the contract value, in the form of pay order/demand draft or bank guarantee to be submitted at the time of award of contract. Validity of performance security shall extend at least ninety days beyond the date of completion of contract.

o) GST

GST will be paid on applicable items only.

p) Penalty

Penalty at the rate of 2% per month of the total contract amount will be imposed on delayed delivery or work up to 10% of the total contract value.

q) Increase in price

No increase in the value of above mentioned items will be accepted on account of either unit price, total price, any or all other charges, duties, taxes, scope of supply and or any other head of account shall be allowed.

r) Increase in taxes

If any taxes are reduced, the IBA should get its benefit.

s) Alteration

Competent Authority reserves the right to change / alter / remove any item or article or reduce / enhance quantity without assigning any reason thereof.

t) Invoice

Invoice / bill should be submitted to Finance Department.

u) Stamp duty

Stamp duty will be paid by vendor.

2. Instructions for Responding Organizations

a) Communication

Any request for clarification regarding this tender document should be submitted **in writing** to:

Manager Procurement ICT
Institute of Business Administration,
IBA Main Campus, University Road,
Karachi
Phone : 111-422-422 Ext 2107
Fax : 021-9215528

b) Submission of documents, mode of delivery and address
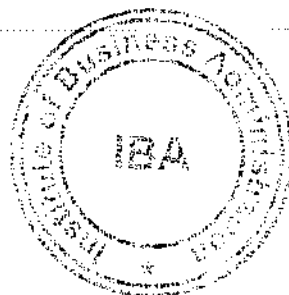
- Proposals can be delivered by hand or courier so as to reach the office of address given at section 2 (a) by the last date indicated for submission. **Proposals received by fax or email will not be accepted.**

c) Submission of proposal

The complete proposals should be submitted by 11:00 hours on 15-04-2015 at the address given at section 2 (a).

The RO shall deliver two copies of the bids which include IBA tender documents along with BOQ and Financials.
Format for submission of financial proposal is attached as **Annexure – C.**

d) Date of opening of proposal

Bid will be opened on 15-04-2015 at 11:30PM hours at IBA Main Campus ICT Procurement office in presence of representative bidders who may care to attend.

e) Demonstration

The Responding Organization (RO) will compulsorily provide a demonstration unit of the quoted product for testing / evaluation purposes. The demonstration unit should be exactly of the same specification as quoted by the RO. In case the demo unit isn't according to the specification required by IBA or quoted by the RO, the tender may be liable to rejection.

f) Important

i. Separate envelopes clearly labeled for 'Original Proposal [Technical, Financial]', 'Copy Proposal [Technical, Financial]' and 'Earnest Money/Bid Security' must be submitted on or before last date to submit the tender documents.

The bank draft for earnest money should be enclosed in a separate envelope, labeled as 'Earnest Money/Bid Security', and which should be sealed. Proof of Sales Tax registration and NTN numbers should also be provided. (Please provide photocopies of relevant documents).

ii. Competent authorities reserve the rights to accept or reject any quotation / tender without any reason thereof.

iii. Last date for tender submission is 15-04-2015.

iv. Supply will be on **C&F basis** to IBA Main Campus. IBA not liable to pay any Custom duty, GST or any other charges.
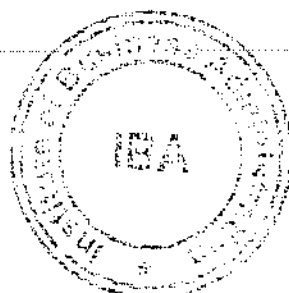
v.   Sample, if any, of the quoted item may be provided with the tender form duly stamped by the company.

vi.   Tenderers should be registered with Sales Tax department.

vii.   Payment will be made after receipt of store.

viii.   Earnest money of 5% of total amount in the form of pay order / demand draft in favor of **'Institute of Business Administration Karachi'** should be submitted along with tender form in separate envelope.

ix.   Please submit copies of certificates of registration with Sales Tax and Income Tax departments.

x.   IBA reserves the right to change / alter quantity / quality / specifications etc., without assigning any reason thereof.

xi.   No escalation in cost / price will be accepted at any stage, after approval of the quoted amount and award of the Purchase Order.

xii.   The tender document will be accepted ONLY on the IBA's prescribed SBD available on IBA's Website.

xiii.   Hardware comprehensive warranty with three years support is required.

xiv.   IBA can add / drop any module / Item from the original BOQ in later stage.

Annexure - A

Technical Requirements / (BOQ)

SCOPE OF WORK

Scope of work for the selected bidder shall include supply, installation, implementation; commissioning, training, integration of smart card based security system and its integration with existing systems, like PeopleSoft ERP and attendance management systems. Bidder shall providing user manual, 36 months warranty & comprehensive support for the total solution including all hardware, software, materials, services etc. for installing the Electronic Arm Barriers & Smart Card based Physical access control system, Visitor Management System at IBA location mentioned in this tender. The scope also includes enrolment and card personalization for all IBA Student, employees and Third party contract employees are covered under Access Control System.

Successful bidder will have to submit / present the detailed documentation on the planned scheme & schedule for implementation of Access Control System at IBA, including features of its Application software, various Reports, MIS on daily & monthly access information, suggested designs on Smart Cards, training requirements etc. bidder shall be required to modify and incorporate all information, suggestions and functionality as required & Communicated to it by IBA.

In terms of the scope, the vendor shall design, supply, install, commission and conduct performance tests of the Access Control System including Turnstile, Electronic Arm Barriers and Visitor Management System.

The system shall be designed to be adaptable / conforming to prevailing international standards (e.g. ISC / IEC, UID) and based on open standards platform. The system shall be inter-operable.

General Solution Requirements

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

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

- All the Access Control security equipment installed will be interconnected and function as one system.
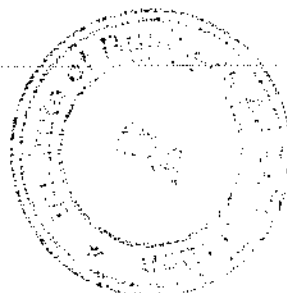
- It shall be a secure & fail proof layer in the overall plant security system employing an industry standard & internationally acceptable encryption mechanism.

- The system shall support card readers and shall support up to 5,000 cardholders.

- The system / card encoding shall be compliant or compatible with international standards to enable future multiple application use of the smart cards and other convenience uses.

- Synchronizing the timing on the Access Controllers, Readers, Visitor Management System Client software and all devices in Access Control System network should be from the Central ACS Server / software.

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

- The system shall adhere to a centralized architecture, with centrally located application.

- Access Control System shall have redundant, hot standby architecture. Change over from the active system to the hot standby system shall be automatic without any manual intervention.

- Network communications shall utilize TCP/IP network communications protocol
  The system shall monitor attempted unauthorized entry and other incidents and alarms and report / log those for alarm notification & further action.

- One time registration of all the existing regular entrants (employees, contract staff) shall be done by the vendor. Necessary training will be provided by the vendor to concerned staff of IBA.
- Card readers at different locations shall be connected through laying of CAT6 cable including all network provisions for TCP / IP with I/O box etc. will have to be done by the bidder.

- UPS Power supply shall be provided by IBA from one point at the Central Control Room at Ground floor Admin Block Main Campus and Security Office at City Campus. Vendor will have to provide the required connections & wirings for the supplied equipment.

- All ACS network equipment shall be IPv4 compliant.

- Sufficient resilience / redundancy and logic shall be provided to assure that the availability objectives can be met without manual intervention. The access control hardware shall be designed so that there is no single point of failure that can cause
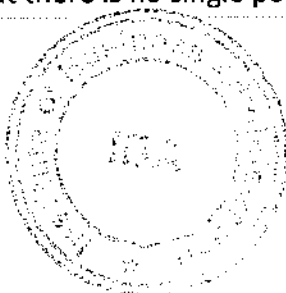
operations to be disrupted.

- System components shall be independent and capable of co-existing on the system to allow for an increased level of capacity. Modular design and flexibility shall be provided for easy expansion of the system to the extent specified without degradation of the system's performance.

- Access granted or denied decision cycle shall be within one second.
- In the event of a system failure or security communications network failure, the individual
  intelligent modules shall work as standalone systems and shall have minimal impact on overall operation of the Access Control System.

SYSTEM DESCRIPTION

With a centralized Access Control System shall have a centralized architecture server and shall deploy a very high level of encryption technology, minimal points of failures, scalability & industry standard redundant architecture and an extremely essential conformance to a well-documented failure to-safety policy-framework. The central location shall have a robust ACS server (with an enterprise level access control software that has an in-built Visitor Management Module and an enterprise level 32-bit / 64-bit operating system) with the latest version of MS-SQL / Oracle/ my SQL DB.

Access Control System shall be integrating with existing PeopleSoft ERP System and Attendance management system of IBA.

The solution shall be based on individual smart cards to be issued to entities (as ID-cum security for personnel). The smart cards shall be based on DESFIRE-EVI / HID iCLASS architectural platform for storing & accessing data items and shall be conforming to ISO 14443A standard, with 2 KB memory and support with 2 Applications. The smart cards shall employ lamination & hologram as additional levels of security.

Access Control System shall store perpetual access records of all the Students, employees, Third party contract employees & visitors including all the transaction history associated with them.

The physical access control mechanisms shall be connected to the controllers and readers, High-quality turnstiles and Electronic Arm Barriers with failure-to-safety adequacies shall be used for entry / exit points.

The physical access mechanisms such as turnstiles and Electronic Arm Barriers shall be operated / controlled by local controllers based on the authentication input provided by readers installed at each access point. The controllers shall have a database of users & transaction logs etc.

The Controller & Readers shall provide an electrical interface to the System operator shall also perform the credential data storage processing, controlling, transaction logging & decision taking tasks at the edge level for uninterrupted system function even in case of a link failure.

A security control room shall have visitor registration station equipped with the complete software and hardware (smart card & biometric template reader / writer solution for capturing the employee writing the same onto the smart card).

A security control room shall have a panic switch connected to the local controller to be used in emergency / duress situations with a control for allowing free passage in case of emergency evacuation.

Access Control Software system wiring shall use structured cabling scheme comprising 4-pair CAT 6 cable for IP connectivity, 5-pair IS-694 compliant 1 sq mm cable for Wiegand data communication, 3-pair IS-694 compliant 1 sq mm cable for control data communication (turnstiles, Electronic Arm Barriers & Emergency Release Switches) & 3-core 1.5 sq.mm IS-694 compliant cable for power. The entire Access Control System shall use a structured & stabilized power supply with power back up of 3 hours.

The following is the least (but not limited) equipment / software list within Access Control System.
_ Access Control Software, Visitor Management Software.
_ Visitor Management software including printer
_ Access Control Controller
_ Readers
_ Turnstiles
_ Panic Switch
_ Electronic Arm Barriers
_ other networking items.

Software Descriptions

ENTERPRISE LEVEL ACCESS CONTROL, TIME/ATTENDANCE & VISITOR MANAGEMENT SOFTWARE
Enterprise level Software for Time Attendance, Access Control, Visitor Management, Guard Tour, GUI, Anti-pass back, Reports in Inbox, Unlimited User log-ins, Door Scheduling, Unlimited logins, POP ups, Evacuation Control & Management (Muster module), Shift Roasters & Management, Air Locking etc.

Any sort of Customizations whether its Client, Report Fields, Input Fields, Integration or any other should be possible/offered and could be done if asked.

CAFETERA AND FOOD COURT MANAGEMENT MODULE OF ENTERPRISE SOFTWARE
Cafeteria & Food Court Management System Server Module
Cafeteria & Food Court User interface for Recharge, Refund & Food Vending

ACCESS CONTROL TIME & ATTENDANCE

- Web Logins Unlimited
- Multiple Companies, Multiple Branches, Global Time Synchronization
- User Profile/Privilege Management (Standard, Custom fields, Images); Define User Groups; Bulk Card Issue; Import/Export Employee
- Time Attendance: Overtime Mgt., Shift Roasters, Automatic, Night, Rotational & Flexible Shifts; Attendance Regularization; Attendance Reader Management
- Access Control: Controller Monitoring & Management; Door Access Based on Time Code, Time Zone, Holidays, Reader Groups & Weekdays Timed, Local & Global Anti-Passback; Real Time Event and Alarm Monitoring; Device Control; I/O Mapping & Control; Door Lock Control
- Support for All types of Readers/Credentials/Formats (Smart Card, Biometric, Pin, Long Range)
- Automatic/Manual Database Back up, Restore & Management; Database Size Management
- Door/Relay Scheduling (related to Public Area Control, Monsoon Day Control, Supervisors Control and Critical Area Control)
- Web Based On Duty (OD) Request
- Auto-Alert Pop-ups, Email and SMS
- Scheduled Access/Attendance Reports via Email
- Zone Draw, Hawk EYE (GUI); Logical Area Control
- Fire Evacuation System/ Muster Point Module; ID Card Badging Module
- Door Interlocking
- Guard Tour Management
- Active Directory Integration
- Integration with ERP/HRMS/Payroll

Define company(s) and branch(s)

1. System-Administrator's Login to:

   a. Define multiple companies (Complete confidentiality of each company's data from other company's administrator)

   b. Define multiple branches of a company

   c. Add administrator to a company

2. Define Time Zone for each branch server will automatically synchronize each controller time in accordance with the time zone of the associated branch

3. Automatic controller time resetting on controller time deviation from server time

4. Support for day saving time

5. Define titles/designations for a specific branch

6. Define departments for a specific branch

7. Define 16 custom fields for a company

8. IMPORT employee ledger from an excel sheet to the database Map excel sheet columns to database field names

Manage employees/users/privileges via Web-Interface

9. Add and manage users with 18 standard and 16 custom fields

10. Add employee photograph

11. Assign access card to an employee using either of the following two options:

    a. Add card as a no-format card by flashing the card on a reader

    b. Add card as a format card by entering facility code and serial number

    c. Check for the card facility code and the serial number by flashing the card on a reader

12. Define card start and expiry date

13. Activate/Deactivate the card

14. Set pass-back exemption

15. Set extended access

16. Assign up to 8 access groups allowing an employee to access various branch locations

17. Assign access privileges to employees in bulk

18. Assign current and future shift roster to an employee

19. Assign shift roster to employees in bulk

20. Define custom employee groups. The feature facilitates the logical grouping of employees based on management structure, thus can empower the project coordinators, floor-managers or project managers to manage access & time attendance rules and view reports of a specific user-group.

21. Define privilege level of an employee, one or more than one of the following privileges can be assigned:

    a. Administrator All (privilege to manage employees, define access groups, define shift rosters and report generation for the whole company)

    b. Administrator (privilege to manage employees, define access groups, define shift rosters and report generation pertaining to a specific branch)

    a. Report Viewer (privilege to generate organizational time attendance and access reports)

    c. Normal User (privilege to generate personal time attendance reports)

    e. Group User (privilege to manage employee's access groups, shift rosters and report generation pertaining to a specific group of employees)

    f. Security Administrator (Privilege to configure and monitor access control hardware)

    g. Security Viewer (Privilege to monitor access control hardware and respond to real time system events)

    h. None (No access to the system)

22. Advanced search form to search users on fixed and mixed search criteria such as: name, department, title, access group, time attendance rule, card status etc.

Leave of absence regularization via Web-Interface

23. Regularize employee working hours (used in cases where employee is unable to mark attendance through the system)

24. Define absence as one of the following:

    a. Leave

    b. Sick Leave

    c. Casual Leave

    d. Other .. (Define any custom reason for the absence)

Define access groups via Web-Interface

25. Define and manage any number of Time Codes

26. Define and manage any number of Holidays (yearly repeatable and yearly non-repeatable)

27. Define and manage any number of Holiday Groups

28. Define and manage any number of Time Zones (Map time codes to each day of the week and the holiday groups)

29. Define and manage any number of Door/Reader Groups

30. Define and manage any number of Access Groups (map time zone to reader group)
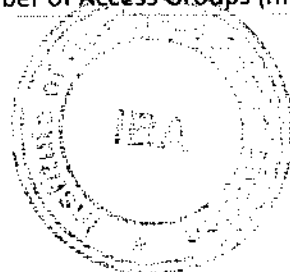
Define Shifts/Shift rosters via Web-interface

    31 Define multiple Shifts as per following parameters:

        a. Day Start Time (the parameter allows to define flexible shift timings and night shifts)

        b. Shift Start Time

        c. Shift End Time

        d. Late coming half day

        e. Early going half day

        f. Minimum full day hours

        g. Minimum half day hours

        h. Minimum overtime period

        i. Overtime Start Time & Overtime End Time

        j. Non-working hours

    32. OT (Overtime) management Define shift specific overtime

    33. Define and manage Shift Rosters Define shift for each day of the week and holiday groups

    34. Define week-offs in the shift rosters (any possible week-off rule can be defined e.g. alternate Saturday, third Saturday etc.)

Reports via Web-interface

    35. Select and export following employee(s) information to an excel sheet

        a. Standard employee information fields

        b. Card number

        c. Card issue date/expiry date

        d. Assigned Access Groups

        e. Assigned Shift roster

        f. Privilege level

        g. Record created by

        h. Record creation date

    36. Generate following time attendance reports for a specific period for group of employees:

        a. Daily Report

        b. Individual report

        c. Individual detailed report

        d. Daily Summary

        e. Individual Summary

    37. Filter time attendance reports on following parameters

        a. Full Day

        b. Half Day

        c. Late In

        d. Early Out

        e. Overtime

        f. All Leave

        g. Leave

        h. Sick Leave

        i. Casual Leave

j. Earn Leave

        k. Absent

    38. Generate following access reports

        a. Reader Access report

        b. Employee Access report

    39. Export report in various standard formats:

        a. Crystal reports

        b. Acrobat format

        c. MS word

        d. MS excel 97-2000

        e. MS excel 97-2000 (data only)

        f. Rich Text format

Real time event Monitoring & Control

    40. View online status of each controller

    41. View other pertinent controller information

        a. Controller Name

        b. Controller type

        c. MAC & IP

        d. Last message received time

    42. View door status

        a. Door name

        b. Door open/close

        c. Door lock status

                i. Lock

                ii. Unlock

                iii. Permanent Lock

        d. Door held violation status

        e. Door held alarm status

        f. Door forced violation status

        g. Door forced alarm status

        h. Tamper failure status

    43. Remotely close door held alarm

    44. Remotely close door forced alarm

    45. Change locks status Lock Unlock Permanent Lock

    46. View Input to Output mappings

    47. View each defined Input status

    48. View each defined Output status

    49. Remotely deactivate Output

    50. View system events in the real time

Configure controllers/readers

    51. Support for all smart card technologies such as iClass-any format, Prox, Mifare, Desfire

    52. Preexisting 255 standard 26 bit format files

53. Add upto 255 different format files to each controller

54. System can be configured to support various card technologies simultaneously. This feature enables users to easily migrate from one card technology to another or different users to possess different smart cards.

55. Automatic detection of controller(s) on the network

56. Map controller to a company/branch

57. Controller synchronization option to update any new controller on the network with the current system configuration.

58. Define controller outputs (Aux Output 1, Aux Output 2)

59. Map general purpose controller inputs (Card read on reader, AC fail, battery fail, tamper input, Input 1, Input 2) to the controller output (required for CCTV camera integration, fire integration, emergency exit integration)

60. Define output response as either message only or output relay action

61. Configure output relay action as one of the following:
    a. Close on Event close

    b. Manual close

    c. Timed

62. Configure to open all doors on an event on a specific input(s) (required for fire panel integration)

64. Define interface panel to be used for either single door (Card-In/Card-Out) or two door

65. Define readers, inputs and outputs for each interface

66. Define each reader as any one of the following:
    a. IN Configured as a IN reader to a facility

    b. OUT Configured as a OUT reader to a facility

    c. LOGIN Configured as a LOGIN reader for Time-Attendance calculations

    d. LOGOUT Configured as a LOGOUT reader for Time-Attendance calculations

    e. LOGIN-LOGOUT Single reader configured to capture both LOGIN and LOGOUT (alternatively) for Time-Attendance calculations

67. Define door lock open/close timings

68. Configure anti-pass-back for a reader

69. Define system response as one of the following options on events such as door held violation and door forced
    a. Message only

    b. Alarm (close on event close)

    c. Alarm (Close from software)

70. Map any interface input to any interface output. In other words any sensor can be mapped to any actuator device

71. Support for special access control hardware such as Turnstiles and boom-barriers

Database Management
    72. Database supported: Microsoft SQL server

    73. Seamless integration with existing ERP, HR and legacy systems through specialized db views

    74. Special database utility to
        a. Take database backup

        b. Create database service for (Daily, weekly, monthly)
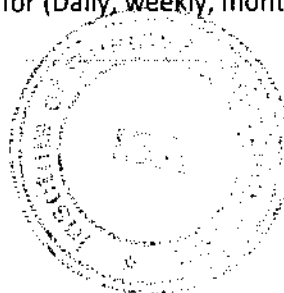
c. Restore database

d. Delete undesired log tables

e. Create database service for automatic log maintenance (Daily, weekly, monthly)

f. database creation

VISITOR MANAGEMENT

Web Privileges for Employees

1. Define branch policy with following options:

   a. Define mandatory fields during visitor issue

   b. Appointment is must for every visitor (choose)

   c. Access Card issue to visitor is compulsory (choose)

   d. Print gate pass for visitor assets and (choose)

   e. Visitor request must be approved by the group administrator (choose)

   f. Send Email for approval (Group administrator does not need to login to the software but can just approve from the email)

   g. Send Email/SMS to the approved visitor

   h. Send Email/SMS to the employee on visitor arrival

   i. Pop up on Employee's system on visitor arrival

   j. Banned visitor notification

   k. Lapse Time (Time after which appointment will get expired)

   l. Default Departure Hours (if some other time is not set)

   m. Pre Appointment hours (Time before the scheduled appointment during which pass can be generated)

2. Kiosk mode options:

   a. Name

   b. To meet

   c. Company

   d. Contact No.

   e. Email Address

   f. Pre-register visitor allowed in Kiosk mode

3. Create visitor groups with flexible hierarchy level

4. Assign Visitor group in bulk to set of employees (Different set of employees can be assigned different hierarchy groups)

5. Employee can view/check visitor request status.

6. Inbox feature for administrators for pending visitor approvals

7. Web based access to each employee to request for an visitor

8. Online Visitor appointment request for current /future dates

9. Search visitor based on Visitor ID, Company, visitor name, contact number, email

10. Search Visitor details based on pre-register/non-registered employees

11. Track Visitor login and logout time data

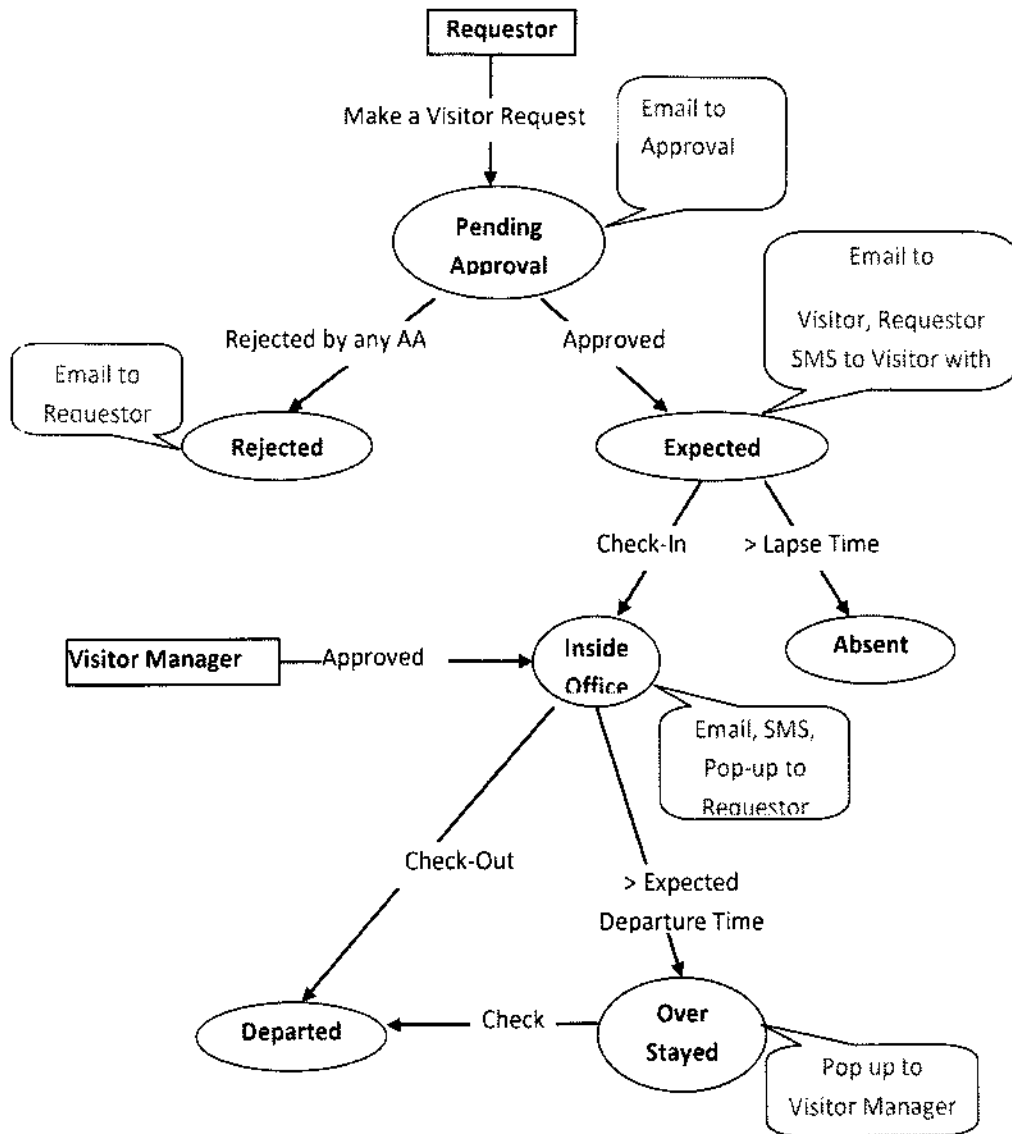12. Allow or ban visitors

Reception Desk Privileges

1. Today's appointments and expected visitors.

2. Gatekeeper can check or Inform visitor regarding their appointment status (Pending approval, Rejected, Expected, Inside, Inside Overstay, Visited)

3. Option to multiple check In Check out on a single pass for contractors and vendors (vendor/contractor pass management)

4. Track and view previous appointments of a visitor

5. Real time list of visitors inside

6. Real time list of unreturned cards

7. Notification on visitor overstay

8. Print and record Asset being carried or being deposited by the visitor

9. Print and record Vehicle being driven by the visitor

10. Option to scan and record visitor identification documents

11. Auto complete text boxes for search employee, visitor purpose, visitor type

12. Quick Visitor Enrollment for pre-registered/non-registered employees

13. Option to show current area of the employee (Logical Area Control)

14. Add number of accompany person

15. Visitor sign-out with a single click

16. Visitor history tracking

17. Real time list of Visitors in the company

18. Maintains log of users issuing cards to Visitors

19. Visitor Photo Capture and Print

20. Custom Visitor badge designing

21. Visitor/ contractor - badge / pass printing

22. Integration with Barcode scanner for visitor assets scanning

23. Visitor Groups for different visitor types

24. Track Visitor movement

25. ACS integration to control visitor access to specific doors for a predefined time

26. Elevator access control system integration for visitor's access on specific floors

27. Can be centrally implemented to monitor all your locations across the country

28. Escort Visitor to ensure visitor access only in authorized areas

29. Extra door open time for Handicapped persons

30. Database Backup Facility

31. Centralized management for multiple organizations in the premises

Reports

1 Web-based reporting

2. Reports can be generated in .pdf and excel format

3. Reports can be generated for a selected time period for selected or all visitors e.g. Report for Today, Weekly Report, Monthly Report and Reports of selected dates.

4. Visitor Summary Report showing visitor's track history in the company for defined time period

5. Daily Report: Report showing visitors log on day to day basis

6. Individual Access Report showing selected visitor details based on card shown on readers

7. Reader Access Report: Report showing card shown by visitor on selected reader

Flow diagram:

Requestor → Make a Visitor Request → **Pending Approval**

Email to Approval

From Pending Approval:
- Rejected by any AA → **Rejected** (Email to Requestor)
- Approved → **Expected** (Email to Visitor, Requestor; SMS to Visitor with)

From Expected:
- Check-In → **Inside Office**
- > Lapse Time → **Absent**

Visitor Manager — Approved → **Inside Office**

Inside Office: Email, SMS, Pop-up to Requestor

From Inside Office:
- Check-Out → **Departed**
- > Expected Departure Time → **Over Stayed**

Over Stayed — Check → **Departed**

Over Stayed: Pop up to Visitor Manager

CAFETERIA AND FOOD COURT MANAGEMENT

Multiple Food Shop/ Vendor Management

Provides a privilege based User Interface for Multiple Food Shops or Food Vendors to design their own Menu, Pricing, Tax and Billing Structure. Also provides a facility to enter their own billing ingredients like Name, Address, Tin Number, VAT Number etc. supports standalone food shop as well as food courts.

Centralized Recharge/Refund Stations

Allows Cafeteria/Canteen Managers to set up a centralized Recharge/Refund Stations for all Food Shops. Therefore the smart card once charged with a specific amount can be spent over multiple days across multiple Food Shops within a cafeteria or across multiple cafeterias within an organization.

One Card Solution for Corporate Buyers

The same card being used for applications such as access control & time attendance seamlessly operates with this as well, thus realizing the true benefits of centralized Employee credential management. The Card Deactivation will not just block the cards at Physical Access Points but also at the Company Cafeteria.

Flexible Payment Options for Corporate Buyers

Offers multiple payment option that is by Prepaid Card or Cash to serve corporate employees and visitors.

Comprehensive Single Click Reporting Interface

Single Click Reporting Interface for Cafeteria Administrators and Individual Food Vendors facilitate an instant review of item wise sales or total orders processed over a period of time. It further ensures easy analysis of fast moving/selling items under various categories or sub-categories.

1. ***Recharge/Refund Reports***:
    a. Daily Recharge Reports
    b. Daily Refund Report
    c. Detailed Recharge Report
    d. Detailed Refund Report
    e. Recharge & Refund Summary
    f. Cashier Daily Recharge Report
    g. Cashier Daily Refund Report

2. ***Sales Reports:***
    a. Daily Sales Report
    b. Category report
    c. Sub-category Report
    d. Item Report
    e. Detailed Report
    f. Detailed Summary Report
    g. Cashier Report
    h. Menu Report
    i. Bill Cancelled Summary Report
    j. Bill Cancelled Detailed Report
    k. RAC Report

Web Based Employee Expense Reports for Corporate Buyers

The Web Interface allows each employee of an organization to check/download their personal expense (Credit/Debit) Statements.

The bidder shall deliver all required system and application software for a fully functioning system, including all necessary utility programs and documentation.

The system shall use industry standard application development software and APIs.
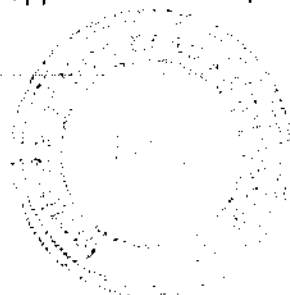
All software licenses shall be provided as required. Renewable or subscription licenses shall not be used. The vendor shall ensure that updates and upgrades to the application software are provided and applied without any cost implication and that upgrades are compatible to the customization of Access Controls including interfaces.

The Access Control software package shall be fully parameter driven and operate within the offered OS environment.

The bidders will have to submit a Solution Assurance Certificate from the Access Control / Visitor Management software OEM regarding the workability of the proposed solution.

The Software application should be able to categorize card identities at multiple levels and should provide a local (user access based) and central (administrator) option to change the configuration at any point in time.

The bidder shall provide the source code of all customizations, reports, applications, database & table structures.

The bidder shall conduct knowledge transfer sessions / training programs for IBA security staff, with the perspective of system administration and application management.

All software provided by the bidder should be licensed to IBA. In case it is discovered that the bidder has provided IBA with unlicensed software, the bidder should replace this software and install licenses software, at no extra cost to IBA.

Bidder should visit the site to decide the total length of all types of cables required for Access Control Solution before submission of their offer.

Hardware technical requirement

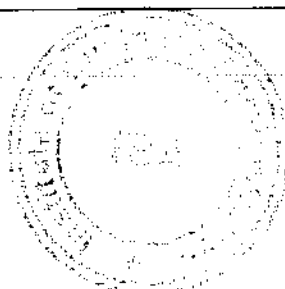| Electronic Barrier	Comments
03 Meter Electronic Vehicle Barrier	
10' (3m) Straight Boom	
Rubber for Boom Protection	
IR Photocell with Stand	
Built-in LED Light for Indication both on Boom & Post	
3 sec Opening/Closing time,	
Manual release for power failure	
Installation is changeable (left or right)	
No change of spring when boom length changes	
Compacted motor	
Interface for infrared photocells	
Interface for external and internal loop detector	
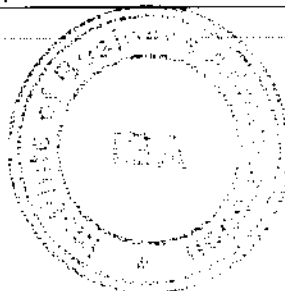
Automatic heating up in extremely cold weather	
Auto-closing	
RS485 interface	
Limit switch with ensured safety	
Boom with protective rubber band	
Boom with LED light (color is changeable with remote control)	
Cabinet with traffic light	
Remote Control	
Half Height Tripod Turnstile	
Half Height 2-Way Electromagnetic Tripod Turnstile	
IP40 Protection Grade	
Voltage 220VAC	
Power Consumption 30W or Equivalent	
Integration with ACS/T&A	
MS Galvanized Powder Coated	
Reader Mounting Spaces on Both Sides	
Frequency 50/60Hz	
Control Circuit 12VDC	
Passing Speed ~ 30 persons/minute	
Communication RS232/LAN	
HALF HEIGHT SWING GATE	
Half Height 2Way Electromagnetic Swing Gate for Wheel Chair/	
Disabled with SS Poles for Reader Mount	
IP40 Protection Grade	
Power Consumption 40W or Equivalent	
Arm 900mm Equivalent or higher	
Swing Angle 90° in 2-way	
Input Signal – Dry Contact/TTL	
Communication RS-485	
Speed – 30 people/minute	
Open/Close Time 1-3Sec	
Anti-bumping & Anti-shock	
Self Resettable & Anti-Panic	
Remote Controlled	
Long range smart card reader	
Long Range Contactless Smart Card Reader iClass 13.56MHz with Outdoor Enclosure & Mount	

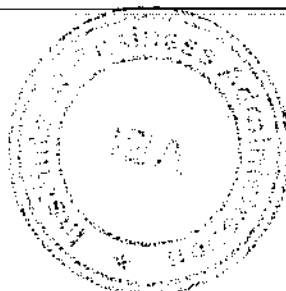|	
Wiegand, Read-Only, RoHS Compliant	
Long read range distance (up to 18 inches)	
Reads all iCLASS credentials	
Secure access control data exchange between the smart card and the reader utilizing key diversification and mutual authentication routines.	
Universal compatibility with most access control systems.	
Guaranteed compatibility to read all HID data formats ensuring card-to-reader interoperability in multi-location installations	
The ability to read expanded data format lengths up to 144 bits.	
Backwards compatibility with legacy 125 KHz proximity access control formats (E.g. 26-bit, 32, 35-bit, 37-bit, 56-bit, and HID Corporate 1000 formats).	
Long range read capability suitable for parking applications, Global, off-the-shelf availability.	
Built in compatibility across the product line without the need of special programming.	
Product construction suitable for both indoor and outdoor applications.	
Customizable behavior for indicator lights and audible tones.	
Contactless smart card reader shall be configurable to read data simultaneously from one to, at minimum, two of the following cards: * iCLASS Access Control Sector/Application data, **ISO 15693 card serial number (CSN)	
The contactless smart card reader shall provide the ability to read card access data stored in the secure access control sector/application area of the ISO 15693 iCLASS card.	
Contactless smart card reader shall be suitable for global deployment by meeting worldwide radio and safety regulatory compliance including:	
• UL294 (US), cUL (Canada), FCC Certification (US), IC (Canada), CE (EU), C-tick (Australia, New Zealand), SRRC (China), MIC (Korea), NCC (Taiwan), iDA (Singapore), MIC (Japan), Germany VdS	
• The selectable action shall include one of the following:	
• The reader open collector line changes from a high state (5V) to a low state (Ground).	
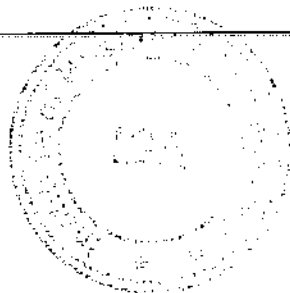
• During a tamper state, the "I'm Alive" message is inverted.	
• Cable distance: (Wiegand): 500 feet (150m) w/18 AWG and 100 feet (30.5m) w/22 AWG	
• Cable type: 9-conductor w/overall shield	
The Contactless smart card reader shall provide a lifetime warranty against defects in materials and workmanship.	
NETWORK CONTROLLER	
02 Reader Network Controller with O/D Housing IP66, Power Supply & 01-hr Battery Backup	
Complete two door/reader unit for installations using TCP/IP communication	
RJ-45 Port, Wiegand/CD	
Connects with and stores a complete access control and configuration database for one or two controlled doors and 44,000 cardholders with expansion capability to 250,000 cardholders.	
Processes access control decisions.	
Reports supervised inputs/alarms with 255 priorities.	
Includes an HTTP API, Windows® DLL-based API, and a direct communication API.	
Allows local connection of a laptop computer for diagnostics and configuration.	
Connects to the host and to other devices on the TCP/IP network.	
Receives and processes real time commands from the host software application.	
Reports all activity to the host	
Controls and communicates with all connected devices.	
Buffers offline transactions and uploads to the host when communication is restored.	
UL 294 and UL 1076 recognized components.	
RJ-45 connector for Ethernet TCP/IP	
Quick-disconnect screw terminal connector	
Inputs for 2 readers, 2 door monitor switches, 2 Request-to-Exit switches, AC Fail Monitor, Battery Fail Monitor, Enclosure Tamper	
Can be configured as a general purpose input	
Non-latching relay outputs rated 2 A @ 30 VDC	
2 door strikes (configurable)	

2 auxiliary devices: (door held/forced alarm, alarm shunt, host offline (comms down)	
32-bit RISC CPU, 100 MHz Microcontroller	
8 MB onboard Flash memory	
16 MB / 32 MB memory expansions available, 32 MB SDRAM, 256K SRAM	
Cable D stance TCP/IP – 300 feet (100 m) to next device.	
NETWORK CONTROLLER WITH BUILTIN READER	
TCP/IP Based POE Edge Controller with Built-in iClass Reader	
The network controller/reader shall be of single piece design + integrated card reader as:	
a. iCLASS 13.56 MHz contactless smart card reader.	
• The reader shall encrypt all RF data transmission between the smart card and reader using industry standard encryption techniques and advanced key management.	
• The reader shall be compatible with ISO 15693 – read only; 2k bit (256 Byte), 16k bit (2k Byte) and 32k bit (4k Byte); ISO 14443A – read only; MIFARE and DESFire (serial number). ISO 14443B – read only; 2k bit (256 Byte) and 16k bit (2K Byte). US Government PIV. FeliCa IDm	
• The network controller/reader shall provide a complete, fully featured access control hardware and firmware infrastructure for host-based access control software applications.	
• The network controller/reader shall communicate with hosted access control software using TCP/IP protocol over Ethernet or Internet and shall have an RS-232 port for Modem or connectivity to other systems.	
• The network door controller/reader shall be capable of employing AES 256 with symmetrical key encryption for all communications between the controller and host(s) system(s).	

• The network controller/reader shall provide full distributed processing of all access control functions. The unit shall provide fully functional off line operation when not actively communicating with the host access control software application; performing all access decisions and event logging. Upon connection with the host access control software application, the network door controller or network controller/reader shall upload all buffered off-line transactions (minimum of 5,000) to the host software.	
• The network controller/reader shall incorporate a 32-bit 100 MHz RISC processor running the Linux operating system. The unit shall include a Windows® DLL, and the direct-communication OPIN® API for integration to host-based access control applications.	
• The network controller/reader shall not be a proprietary product of the manufacturer of the host access control software application, and must have the ability to migrate to an alternative manufacturer's host access control software application by remote reconfiguration or firmware upgrade and without intervention from the original controller manufacturer.	
• The network controller/reader shall provide on-board Flash memory to allow program updates to be downloaded directly via the network. The network door controller or network controller/reader shall provide the following minimum memory:	
• 8 MB on-board Flash memory	
• 32 MB SDRAM	
• 256k SRAM	
• The network controller/reader shall provide the following certifications:	
• UL 294 Listed Access Control System Units	
• CSA 205 (Canada)	
• FCC Class A Verification	
• The network controller/reader shall meet the following physical specifications:	
• Communication ports and connectors:	
• RJ-45 connector for Ethernet TCP/IP (10/100baseT)	
• RS-232 port for optional modem or serial communications	

• Non-latching configurable door lock output relay	
• Unpowered (Dry) contact rated 2A @ 30VDC	
• Powered (Wet) contact rated for up to 600mA @ 12VDC Note: The 600 mA is shared between two relays.	
• Non-latching alarm annunciation output relay	
• Tamper input (Can have a built-in additional external tamper	
• AC Power Fail input (Can be configured for general purpose use)	
• Battery fail input (Can be configured for general purpose use)	
b. Cable Distances:	
• TCP/IP: 328 feet (100m) using CAT 5 cable	
Contactless Smart Card Reader	
iClass 13.56MHz Contactless Smart Card Reader (Small)	
• Reading Range 2.8" (7.1 cm)	
• Mini-Mullion Size	
• U.S. single-gang J-box (with mud ring) or any flat surface	
• Frequency 13.56 MHz	
• Material: UL94 Polycarbonate	
• Communication Wiegand 500ft (150m) (22AWG)	
• Contactless smart card reader shall securely read access control data from 13.56 MHz contactless smart cards. The contactless smart card reader shall be optimally designed for use in access control applications by providing:	
• Secure access control data exchange between the smart card and the reader utilizing key diversification and mutual authentication routines.	
• Guaranteed compatibility to read all HID data formats ensuring card-to-reader interoperability in multi-location installations.	

• The ability to read expanded data format lengths up to 144 bits.	
• Backwards compatibility with legacy 125 KHz proximity access control formats (E.g. 26-bit, 32, 35-bit, 37-bit, 56-bit, and HID Corporate 1000 formats).	
• Built in compatibility across the product line without the need of special programming.	
• Product construction suitable for both indoor and outdoor applications.	
• Customizable behavior for indicator lights and audible tones.	
Contactless smart card reader shall comply with the following 13.56MHz-related standards to ensure product compatibility and predictability of performance ISO 15693, ISO 14443A, ISO 14443B.	
• Contactless smart card reader shall be configurable to read data simultaneously from one to, at minimum, two of the following cards:	
iCLASS Access Control Sector/Application data, ISO 15693 card serial number (CSN), ISO 14443A card serial number (CSN): including MIFARE & DESFire, ISO 14443B card serial number (CSN)	
• The contactless smart card reader shall provide the ability to read card access data stored in the secure access control sector/application area of ISO 15693 iCLASS card.	
• The contactless smart card reader shall be configurable to provide multiple hierarchical degrees of key compatibility for accessing the smart card access control data. Compatibility shall be provided for the following key structure options:	
• Compatibility with the default iCLASS key structure to ensure convenient off the shelf compatibility with iCLASS cards and readers.	

• Compatibility with higher security ELITE keys which provide a site-specific, unique, protected key structure.	
• Compatibility with high security user-managed custom keys.	
• Contactless smart card reader shall be compatible with iCLASS mutual authentication algorithm using 64-bit authentication keys. All RF data transmission between the card and reader shall encrypted using a secure algorithm to ensure that the communication between the card and reader can never be copied and repeated back to the reader (sniffing and replay).	
• Contactless smart card reader shall provide universal compatibility with most access control systems by outputting card data in compliance with the SIA AC-01 Wiegand standard.	
• Contactless smart card reader shall provide the ability to transmit an alarm signal via and integrated optical tamper switch if an attempt is made to remove the reader from the wall. The tamper switch shall be programmable to provide a selectable action to provide a selectable action compatible with various tamper communication schemes provided by access control panel manufacturers. The selectable action shall include one of the following:	
• The reader open collector line changes from high (5V) to a low state (Ground).	
• During a tamper state, the "I'm Alive" message is inverted.	
• Upon reception of a "Reader Status Report Request" (0x67), the reader responds with a "Reader Tamper Status Report" (0x4B) responds. For more information, see HADP/OSDP Specification.	

• Contactless smart card reader shall provide ability of an on-line "I'm Alive" message so the reader's functional health can be monitored at all times when paired with a compatible access control panel.	
• The contactless smart card reader shall provide the ability to upgrade its application code through the use of pre-configured firmware cards. This feature shall allow previously installed readers be reconfigured to modify their behavior and capabilities as the project environment evolves.	
• The contactless smart card reader shall have the ability to provide consistent optimal read range by implementing an auto-tune function that adjusts for manufacturing tolerances to enhance consistency of performance from reader to reader. Contactless smart card reader shall provide the following typical contactless read ranges:	
• Up to 3.25" (8.9 cm) using ISO 15693 iCLASS card.	
• Up to 1.5" (3.8 cm) using ISO 15693 iCLASS Key or Tag	
• Up to 2.0" (5.1 cm) using MIFARE/DESFire card (CSN)	
iso 13.56MHz Contactless Smart memory Card	
iClass 13.56MHz Contactless Smart Memory Card 2K Bit Memory with 2 Application Areas	
• The contactless smart card shall function as an access control card, used with access readers to gain entry to controlled portals and to hold identification information specific to the user.	
• The contactless smart card shall be a passive device, with an operating frequency of 13.56 MHz, and shall meet ISO 15693 and ISO 14443B2.	
• The card shall contain a 64 bit unique serial number.	

• The contactless smart card shall have the memory configuration of 2Kbits (256 bytes) EEPROM memory configured with 2 application areas.		
• Each application area shall contain a unique 64 bit diversified authentication key to reduce the risk of compromised data or cuplicate cards. The contactless smart card and card reader shall require matching keys in order to function together. All radio frequency (RF) communication between card and reader shall be encrypted, using a secure algorithm.		
• Optionally, the card may be protected with DES or 3DES encryption algorithms through the use of an CR400 or CP575A Programmer.		
• Optionally, through the use of the *iCLASS* Elite formatti ig program, custom keys uniquely matched to individual sites or customers may be used to provide a non-intercha igeable, high level of security.		
• Wiegand card data, up to 84 bits in length, shall be encoded in Application Area 1 for use with access control systems.		
• The contactless smart card will support programming and updating of custom applications after issue, using an appropriate iCLASS reader/writer or authorized iCLASS enabled reader/writer.		
• Typical contactless smart card read ranges shall be:		
• 2.0-3.0" (5.0-7.6cm) with an R10 iCLASS Reader.		
• 16"-18" (40-45 cm) with an R90 iCLASS Long Range Reader		
• The contactless smart card shall meet the following physical characteristics:		
• Dimensions, per ISO 7810: 2.125" x 3.375" x 0.030" (53.98mm x 85.60mm x 0.76mm).		
• Weight: 0.20 oz. (5.7 g)		
• Material and construction: PVC card materials.		

• Card surface shall be glossy and of a material compatible with direct to card dye-sublimation or thermal transfer printing. Card construction shall meet durability requirements of ISO 7810.	
• Internal antenna configuration shall allow a single slot punch on the vertical (short) side of card.	
• The card may be marked with an external ID number, either in inkjet or laser-etched numbering that may match the internal programmed ID number. If the external number does not match the internal number, a cross-reference list is provided to detail the internal/external numbering sequences.	
• Optionally, the card may contain a magnetic stripe.	
• Optionally, the card may be printed with custom graphics, may be built to a custom thickness and may contain security and anti-counterfeiting features.	

User manual
The bidder shall supply system users (Operations & Maintenance) Manual (3 sets) in English in soft / hard copy (MS word and PDF) format.

Site Survey
The Bidder shall conduct a site survey of IBA location, and evaluate the exact material requirement. The bill of material attached in this document is only indicative and the successful vendor has to provide the detailed BOM and calculate the design needs of IBA.

Documentation
The bidders shall prepare & maintain proper project documentation, such as Project Management Plan (Complete as well as location-wise) system drawings, test plans, test results, minutes of the review meetings etc.

BOQ

S#	Item Description	Qty	Unit
1	**3 Meter Boom Electronic Vehicle Barrier with 3sec opening/closing time. System complete with:**	5	Nos.
	Rubber for Boom Protection		
	IR Photocell with Stand		
	Remote Control		
	Builtin LED Light for Indication on Boom & Post		
	Civil Works		
2	**Half Height 2-Way Electromagnetic Tripod Turnstile IP40 220V/30W, System complete with:**	6	Nos.
	Reader Mounting Spaces on both sides		
	Civil Works		
3	**Half Height 2-Way Electromagnetic Swing Gate IP40, 220VAC/40W, System complete with:**	2	Nos.
	SS Reader Mounting Post on both sides		
	Civil Works		
4	**Long Range Contactless iClass Smart Card Reader, Wiegand, Upto 18" Reading Range, System complete with:**	5	Nos.
	Outdoor Enclosure with SS Post for mounting Reader		
	Civil Works		
5	**TCP/IP Based 02 Reader Network Controller Ethernet (10/100), Wiegand/CD. System complete with:**	12	Nos.
	Outdoor Housing IP66		
	Power Supply		
	02 Hour Backup Battery		
6	**TCP/IP Based POE Controller with Built-in iClass Reader, POE, Ethernet, 13.56 MHz Card, ISO14443A CSN**	4	Nos.
7	**Contactless Smart Card iClass Reader, Mini-Mullion Size, Communication Wiegand 500ft (150m) (22AWG)**	16	Nos.

8	Contactless Smart Memory Card, ISO Size, Contactless 13.56 MHz iClass, 2k bit + 2 Application Areas. System Complete with:	3,000	Nos.
	Plastic Case		
9	Enterprise level Software (Per Controller License) for Time Attendance, Access Control, Guard Tour, Anti-pass back, POP ups, Evacuation Control & Mgt. (Musterpoint module), Shift Roasters & Mgt., Air Locking etc. System Complete with:	16	Nos.
	Visitor Management Web Server License		
10	Visitor Management Front Desk Application for Visitor registration, card/pass issue, tracking etc	2	No.
11	Cafeteria Management System Server Software	1	No.
12	Cafeteria User Interface for Recharge, Refund & Food vending	4	Nos.
13	Installation, Testing, Commissioning & Training	1	Job.
14	Cat-6 Data Cabling in PVC Conduit (Cable + Conduit + Laying + Installation)	As per actual	Rft
15	2C 1.5mm Power Cabling in PVC Conduit (Cable + Conduit + Laying + Installation)	As per actual	Rft
16	Road Cutting, Excavation, Back Filling etc	As per actual	Rft
17	High Definition Smart Card Printer		
17.1	High Definition Smart Card Printer, Dual Sided, Dye-Sublimation / Resin Thermal Transfer Printing, Resolution: 300 dpi (11.8 dots/mm), Colors: Up to 16.7 million / 256 shades per pixel, Accepted Standard Card Sizes CR-80 (3.370″ L x 2.125″ W / 85.6 mm L x 54 mm W), Print/Lamination: .030″ (30 mil) to .050″ (50 mil) / .762 mm to 1.27 mm, Input Card Cartridge Capacity: 100 cards (.030″ / .762 mm), Output Hopper Card Capacity: 200 cards (.030″ / .762 mm), Software Drivers: Windows® 2000 / XP / Server 2003 / Vista (32 bit); Mac OS X v10.4 / v10.5, Print Area: Over-the-edge on CR-80 cards, Fargo (HID's) HDP5000 or equivalent	1	No.
17.2	YMCKO Ribbon for 250 Dual Sided Cards Printing, 84051 or equivalent	12	Nos.

17.3	Re-Transfer Film for 750 Dual Sided Cards Lamination, 84053 or equivalent	4	Nos.
17.4	Professional Card Personalization / Batch Printing Software, Asure ID 7 Express Edition or equivalent	1	Nos.

Contact Person (IBA)   Network Manager
Institute of Business Administration,
City Campus, University Road,
Karachi
Tel #   :   111-422-422 Ext 1111
Email   :   mali@iba.edu.pk

Mandatory Criteria:

Only those vendors can apply in this tender who fulfill the mandatory criteria:

1. Local/Global Affiliation with Manufacturer - in Pakistan.
2. At least Tier-1 partner must at least 05 years business relation with the manufacturer.
3. Bid must be accompanied by Manufacturer's authorization letter from principal. (Sample attached Annexure D)
4. Local Presences. Must have coverage across the country with minimum presence in Karachi.
5. The bidder can provide any value added services to IBA on FOC bases.
6. Backup Inventory maintained by company at least those items mention in BOQ.
7. Delivery time within 12 weeks from the date of Purchase Agreement.
8. Any value added service bundled with the equipment / project, with no impact on project cost, shall be welcomed.
9. The bidder will also provide the 4th and 5th years SLA price after the expiry of the warranty period in PKR only.

Bid Eva uation Criteria:

10. The bids will be evaluated on the basis of lowest items rate keeping in view our required configuration and also fulfill mandatory criteria only.

Note: We will require demonstration of the equipment from the selected vendor for a Day, over continuous one Day satisfied performance we will award the tender to the complying RFP bidder. Bidders are bind to give a quote for a complete solution if anything missed which would require in the solution then bidder is will MUST provide the required equipment on FREE of cost to IBA.

(*) IBA reserves the right to accept any model/brand /solution depending upon its requirements and any such decision could not be challenged

Annexure - B
Format for technical proposal

Information required from Responding Organization	
General information	
Name of the firm	
Name of contact person	
Cell #	
Office address	
Office phone #	
Office fax #	
Year of establishment	
Main area of business	
GST reg #	
NTN	
Annual turnover	
Values of projects in hand	
Details of staff employed	
Managerial capabilities a) Total # of permanent staff b) Total # of contract staff	
Technical capabilities c) Total # of permanent staff d) Total # of contract staff	
Cumulative experience	
Technical experience	
No of years in business for similar assignments	
No and value of similar assignments completed in last 3 years	
Relationship with OEM	
Clientelé	
Technical staff expertise / skills	

Signature and seal
of responding organization

Annexure - C

Pl see the attached file, kindly fills the price sheet and submits along with all supporting documents.

S.No.	Item	Price
1.	Visitor Management (Software / Hardware)	
2.	Cafeteria Management (Software / Hardware)	

IMPORTANT NOTE (Mandatory):

Kindly quote the price as per attached Annexure-C

_____

Signature and seal
of responding organization

MANUFACTURER'S AUTHORIZATION FORM (MAF)

No._____dated _____

To

_____

_____

_____

We _____ who are established and reputable manufactures of _____ having offices at _____ and _____ do hereby authorize M/S_____(Name and address of Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per the terms and conditions of the tender and the contract for the equipment and services offered against this invitation for tender offer by the above firm.

Yours faithfully,

(Name) for and on behalf of M/s_____
(Name of manufacturers)

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

Price Sheet

1	2	3	4	5	6	7	8	9	10	11
Sr.No Description	Qty	Brand Name	Country of Origion	Unit Price (including margins)	Income Tax on Import	Custom Duty at the time of import / unit	Sales Tax input at the time of import / unit	Freight and other Expenses / unit	Total Final Price 3x(6+10)	
1 Visitor Management (Software / Hardware)										
2 Cafeteria Management (Software / Hardware)										
3 Prices of SLA after warranty time										

Vendor should mention the amount with rate of column 7,8 & 9

Note : IBA Karachi is exempted from Custom Duties, Sales Tax, Import duties.

For any local items/services provide the cost as per rule.

IBA Karachi has a right to increase or decrease the quantity.