



Surat Municipal Corporation (SMC)

Bid for

**Supply, Installation, Testing, Commissioning and Integration of
Biometric Access Control System (BACS)
[SMC-ISD-BACS-01-2026]**

**Online Bid Start Date
March 11, 2026**

**Online Pre-Bid Conference
March 20, 2026**

**Online Bid End Date
(Last Date of Online Submission of Bids)
April 04, 2026**

**Last Date of Physical Submission of Bid Fee, EMD & Affidavit
in Hard Copy
April 13, 2026**

**Information Systems Department (ISD)
Surat Municipal Corporation
Muglisara, Surat-395003**



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1. Notice Inviting Bid

	<p>Surat Municipal Corporation (SMC) Muglisara, Surat – 395003, Gujarat. www.suratmunicipal.gov.in</p> <p>Notice Inviting Bid for Supply, Installation, Testing, Commissioning and Integration of Of Biometric Access Control System [SMC-ISD-BACS-01-2026]</p>	
<p>Bid for Supply, Installation, Testing, Commissioning and Integration of Biometric Access Control System (BACS) for Surat Municipal Corporation (SMC) is invited online on https://smctender.nprocure.com from the bidder meeting the basic eligibility criteria as stated in the bid document.</p>		
Bid Fee (Non-refundable)	<ul style="list-style-type: none">Rs. 1770/- (Rs. 1500/- + 18% GST) (by DD or Banker's Cheque only)	
EMD	<ul style="list-style-type: none">Rs. 30,000/- (by DD or Banker's Cheque only)	
Online Bid Start Date	<ul style="list-style-type: none">11/03/2026	
Online Bid End Date (Last Date of Online Submission of Bids with all necessary documents as per tender document requirement in soft copy)	<ul style="list-style-type: none">04/04/2026 up to 18:00 hrs.	
Online Pre-bid Conference to Bidders	<ul style="list-style-type: none">Bidders shall have to post queries by email to isd.networks@suratmunicipal.org on or before 20/03/2026, 16:00 hrs.	
Submission (in Hard Copy) of Bid Fee, EMD and Affidavit	<ul style="list-style-type: none">In sealed envelope strictly by RPAD/Postal Speed Post on or before 13/04/2026 upto 18:00 hrs. to the Chief Accountant, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat.	
<ul style="list-style-type: none">Bidders have to submit Price bid and Technical Bid online along with all necessary documents as per tender document requirement in electronic format only on https://smctender.nprocure.com website till the Last Date & time for Online Submission.		
<p>The right to accept/reject any or all bid(s) received is reserved without assigning any reason thereof.</p>		
<p style="text-align: right;">Deputy Commissioner Surat Municipal Corporation</p>		

Sign, Stamp &
Notary

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**Information Systems Department (ISD)
Surat Municipal Corporation
Muglisara, Surat-395003**



TECHNICAL BID

2. Key Events & Dates

Event	Target Date
Notice Inviting Tender	SMC-ISD-BACS-01-2026
Bid Availability	Start from 11/03/2026 upto 04/04/2026 up to 18:00 hrs.
Bid Fee	Bid Fee of Rs. 1770/- (Rs. 1500/- + 18% GST) by Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at Surat in favour of Surat Municipal Corporation.
EMD	Rs. 30,000/- by Demand Draft or Banker's Cheque only.
Online Bid Start Date	11/03/2026
Online Pre-bid Conference to Bidders	Bidders shall have to post queries by email to isd.networks@suratmunicipal.org on or before 20/03/2026, 16:00 hrs.
Online Bid End Date (Last Date of Online Submission of Bids with all necessary documents as per tender document requirement in soft copy)	On or before 04/04/2026 up to 18:00 hrs.
Submission (in Hard Copy) of Bid Fee, EMD and Affidavit	In sealed envelope strictly by RPAD/Postal Speed Post on or before 13/04/2026 up to 18:00 hrs. To the Chief Accountant, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat.

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3. Instructions for the Bidder

3.1. Availing Bid Documents

Blank bid documents can be downloaded from the web site <https://smctender.nprocure.com> up to the date and time mentioned in the Online Bid Invitation Notice SMC-ISD-BACS-01-2026.

3.2. Addenda & Corrigenda

If required, the Addenda and Corrigenda will be issued and the same will **form the part of the original bid documents** and shall override any contradicting effects in the original bid document.

3.3. Submission of Price Bid and Technical BID

The price bid and the technical bid containing all the relevant supporting documents must be submitted online only on <https://smctender.nprocure.com> on or before the last date of submission of the bid. No documents except the Bid Fee, EMD to be accepted in hardcopy. It is advised to keep the softcopy of the relevant documents ready and upload the same in advance on <https://smctender.nprocure.com> with respect to this tender to avoid issues if any.

All the relevant softcopy should invariably follow the (n)Code portal's specific requirements pertaining to file types, file size, file name length, etc.

- **File Types:** Files with only .pdf, .doc, .txt, .xls, .ppt, .pps, .png, .gif, .jpg, .zip, .rar extension can be uploaded.
- **File name:** It should not be more than 70 characters. Special Characters Like ("% @ <>:*? | & ~ ^) are not permitted.
- **File size:** Single file size should not be more than 3 MB.

The bid document (duly signed and stamped) in hard copy shall be submitted by the successful bidder upon intimation from SMC.

3.4. Pre-bid Queries

A prospective Bidder requiring any clarification on the tender document may submit his queries, via email, to the following e-mail id on or before **20/03/2026 up to 16:00 hrs.**

Email Id for submission of queries: isd.networks@suratmunicipal.org



The queries must be submitted in the following format:

Bidder's Request for Clarification			
Name and Address of the Organization submitting request		Name and Position of Person submitting request	Contact Details of the Organization / Authorized Representative
			Tel: Mobile: Fax: Email:
Sr. No	Bid Reference(s) (Section, Page)	Content of Bid requiring clarification	Points of clarification required

3.5. Bid Fee & Earnest Money Deposit (EMD)

- The bidder should pay non-refundable **Bid Fee of Rs.1770/- (Rs. 1500/- + 18% GST)** and **EMD of Rs. 30,000/-** by separate Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at Surat in favour of Surat Municipal corporation.
- Failure to submit Bid Fee, EMD as required shall lead to the bid being rejected summarily.

3.6. The bid should be filled in legibly, clearly indicating the figures and its value in words too.

3.7. Online Submission of the Technical Bid:

The bidder will be required to upload the **duly signed, stamped and notarized colour scanned copy** of below mentioned documents in the same order of sequence online on smc.nprocure.com during e-tendering process.

1. Scan copy of work order / Completion certificate/ Contract certificate issued by client clearly specifying Bidders Name, details of Work, Date of issue of respective document satisfying the eligibility criteria as per Section-4, Clause-4.1 & Section 5 **(duly notarized)**
2. Scan copy of work order / Completion certificate/ Contract / Performance certificate issued by client clearly specifying Bidders Name, details of Work, Date of issue, amount of contract/work order value satisfying the eligibility criteria as per Section-4, Clause-4.2 & Section 5 **(duly notarized)**
3. Scan copy of Authorization letter from OEM as per **MAF format specified at Section – 9, Part – C (Form – A: Authorization Letter from OEM)** satisfying the eligibility criteria as per Section-4, Clause-4.4 & Section 5. **(duly notarized)**

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4. Scan copy of Compliance letter/ Self-declaration / Undertaking for not be **black-listed / debarred** by bidder as per Section – 9, **Annexure-D**, satisfying the eligibility criteria as per Section-4, Clause-4.5 & Section 5 (duly signed & stamped)
5. Scan copy of Tender (Bid) Fee satisfying the eligibility criteria as per Section-4, Clause-4.6 & Section 5.
6. Scan copy of EMD satisfying the eligibility criteria as per Section-4, Clause-4.6 & Section 5.
7. Scan copy of Solvency Certificate amounting 20% of the consideration of the Contract from a scheduled/nationalised bank satisfying the eligibility criteria as per Section-4, Clause-4.7 & Section 5. **(duly notarized)**
8. Scan copy of duly filled Section – 8 [Technical Specification] must be **on OEM's letter head** as per Section 4, Clause 4.8 & Section 5 **(duly notarized)**.
9. Scan copy of duly filled Section – 8 [Technical Specification] must be **on Bidder's letter head** as per Section 4, Clause 4.9 & Section 5 (duly signed & stamped)
10. Undertaking letter as per Section 9, FORM – C must be **on Bidder's letter head** as per Section 4, Clause 4.10 & Section 5 **(duly notarized)**.
11. Undertaking letter as per Section 9, FORM – D must be **on OEM's letter head** as per Section 4, Clause 4.11 & Section 5 (duly signed & stamped)
12. Scan copy of Information of Authorized Signatory / Contact Person as per Section 9 Annexure A & B. (duly signed & stamped).
13. Scan copy of Affidavit (on non-judicial stamp paper of Rs. 300 and duly notarized, Page no. 51) Bidder is also required to send hardcopy of the same.
14. Technical details/brochures/specification sheet of bided/offered products as per Section 6, Clause 6.3. **(duly notarized)**
15. Scan copy of the Goods & Service Tax (GST) Registration Certificate, PAN Card & Certificate of Incorporation as per Section 5 Clause 14. **(duly notarized)**
16. Scan copy of Tender Document along with Addendum & Corrigendum, if any. duly (signed & stamped)
17. Scan copy of Authorization Letter as per Clause-3.27 (mandatory in case tender signatory is other than Owner/Partner/MD/ Director/Company Secretary) (Optional)
18. Scan copy of any other document not mentioned above but required to be attached as per the tender requirement (Optional).

3.8. Demand Draft for E.M.D. & Tender (Bid) fee shall be submitted in electronic format through online mode (by scanning) while uploading the bid. This submission shall mean that E.M.D. & tender fee are received for purpose of opening of the bid. Accordingly offer of those shall be opened whose E.M.D. & tender (bid) fee is received electronically. However, for the purpose of realization of D.D. bidder shall send the D.D. in original through RPAD / Speed post as per



Clasue-3.11 below so as to reach to Chief Accountant, SMC within 7 days from the last date of online submission of the bid as per tender notice.

Penaltative action will be taken for not submitting original Demand Draft in the account department of Surat Municipal Corporation within 7 days from the last date of online submission of the bid for the first time as mentioned below.

Sr. No.	Tender Amount	Penalty Amount in Rs.
1.	Up to Rs. 1 Crore	Rs. 10,000/-
2.	More than Rs. 1 Crore and Up to Rs. 10 Crore	Rs. 20,000/-
3.	More than Rs. 10 Crore and Up to Rs. 50 Crore	Rs. 30,000/-
4.	More than Rs. 50 Crore and Up to Rs. 100 Crore	Rs. 70,000/-
5.	More than Rs. 100 Crore	Rs. 1,00,000/-

If bidder will not submit the penalty amount within 10 days to Surat Municipal Corporation and/or bidder will not submit the demand draft in original for the second time and after, Penaltative action shall be taken for abeyance of registration and cancellation of E-tendering code for 6 (six) months.

Any documents in supporting of bid shall be in electronic format only through online (by scanning) & hard copy will not be accepted separately.

3.9. All documents must be coloured scanned to be seen as original. Scanning in black and white or grey shall not be acceptable.

3.10. All documents must be notarized with clearly displaying stamp, number and name of the notary.

3.11. Sealing, marking and submission of the Bid Fee, EMD and Affidavit:

The “**Bid Fee, EMD and affidavit**” shall be put in an envelope containing Bid Fee, Earnest Money Deposit (EMD) and Affidavit shall be super scribed as “**Bid Fee, EMD & Affidavit**”

The envelope must be sealed and super scribed and must be sent as under:

Details to be mentioned exactly on sealed envelop	
TENDER DETAILS <ul style="list-style-type: none">• Notice No.: SMC-ISD-BACS-01-2026• Bid for Supply, Installation, Testing, Commissioning and Integration of Biometric Access Control System.• Last date of Online Submission: 04/04/2026 up to 18:00 hrs.• Last date of Physical Submission: 13/04/2026 up to 18:00 hrs.	To, The Chief Accountant, Surat Municipal Corporation, Mahanagar Seva Sadan, Gordhandas Chokhawala Marg, Muglisara, Surat - 395 003, Gujarat, INDIA.

The envelope containing EMD, Bid Fee and affidavit must be sent **strictly by Postal Speed Post/ Registered Post AD** only so as to reach on or before **13/04/2026 up to 18:00 hrs.**

Sign, Stamp &
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Bids received in any other manner or mode (like courier, in person, etc.) will not be considered. *SMC won't be responsible for postal delays.*

TECHNICAL BID & PRICE BID

The technical bid & price bid must be submitted online on <https://smctender.nprocure.com>. It should not to be sent physically, if submitted physically the bid shall be rejected.

3.12. The bidder will be bound by the details furnished to SMC, while submitting the bid or at subsequent stage. In case, any of such documents furnished by the bidder is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable to legal action besides termination of contract.

3.13. Late Bids: Bids not reaching on or before the specified time limit will not be accepted.

3.14. Conditional Bids: All the terms and conditions mentioned herein must be strictly adhered to by all bidders. Conditional tenders shall not be accepted on any ground and shall be subject to rejection without assigning any reason.

3.15. Withdrawal of Bids

Bid once filled in, submitted shall not be allowed to be withdrawn till the validity of the bid remains in force or else the EMD shall be liable for forfeiture.

3.16. Period of Validity

The offer should be valid for acceptance for a minimum period of **180 days** from the date of opening of the Price Bid. If required, SMC may request the bidder to have it extended for a further period.

3.17. Language of Bids

The bids prepared by the bidder shall be in the English language. The supporting documents in language other than English/Hindi/Gujarati must have its English translation (which is to be duly attested by the bidder), for purposes of interpretation of the bid, the English translation shall govern.

3.18. Right to Accept or Reject Any Bid or All Bids

SMC reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for SMC's action.

3.19. EMD will be forfeited and agency will be debarred from SMC, if

3.19.1. The bidder has furnished any false information / fabricated document / made misleading or false representation under the bidding process.

3.19.2. If tenderer withdraws the tender within validity period or deny to accept award/ work order or deny to submit security deposit and enter into contract agreement.

3.20. Firm Prices & Bid Currency



Prices quoted must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. Prices shall be expressed in Indian Rupees (INR) only.

3.21. Costs to be Borne by Bidder

All costs and expenses (whether in terms of time or money) incurred by the bidder in any way associated with the development, preparation and submission of the bid, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by SMC, will be borne entirely and exclusively by the bidder.

3.22. Acceptance of Terms & Conditions

The bidder will, by taking participation in the bidding process and submitting the bid documents, be deemed to have thoroughly read, studied and understood the bid documents including scope of work, the terms and conditions, instructions, etc. referred there in and the same are acceptable to the bidder.

3.23. All entries in the bid form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. However, the interlineations, erasures or overwriting, if any, in the Technical Bid Application must be attested by the person authorized to sign the bids.

3.24. It is to be ensured that the complete information as required by this office may be furnished by the bidders in the prescribed format. Formats submitted with incomplete information and not conforming to the requirements are liable to be rejected.

3.25. The agency will be bound by the details furnished by him/her to SMC, while submitting the bid or at subsequent stage. In case, any of such documents furnished by the agency is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable to legal action besides termination of contract.

3.26. The participation in the online tendering process implies that the bidder has thoroughly read, studied and understood the instructions of the Bid documents, Scope of work, formats as well as the terms and conditions referred there in and the same are acceptable to the bidder.

3.27. Authorized Signatory

For the purpose of submission of the bid, the bidder may be represented by either the Principal Officer (Owner/MD/Director/Company Secretary) or his duly Authorized Representative, in which case he/she shall submit a certificate of authority along with the technical bid. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the authorized representative or the principal officer.

3.28. **Arithmetical errors will be rectified on the following basis. If there is a discrepancy** between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be



corrected. If the supplier does not accept the correction of the errors, its bid will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

3.29. Disqualifications: A Bidder shall be disqualified, and Bids will not be considered if

- a) Hardcopy envelop does not show on it the reference of bid number and description as denoted and thus gets opened before due date(s) of opening specified in Notice Inviting Bids.
- b) The Price Bid and Technical Bid is submitted physically which leads to revelation of prices before the due date of opening of the Price Bid.
- c) The Earnest Money Deposit (EMD) & Bid fee is not deposited in the manner specified above.
- d) The Bid documents are not in a language as specified above.
- e) The Bid documents are not signed affixing stamp by the authorized signatory.
- f) The Bid documents submitted are incomplete and/or ambiguous in any respect.
- g) Non-compliance of provisions and requirements of the Bid documents.
- h) Any or all correction(s) or pasted slip(s) is/are not initialled, authenticated by the Bidder.
- i) The Bid documents are not submitted in the manner specified in the bid document.
- j) Eligibility criteria are not met with.
- k) Any form of canvassing/lobbying/influence/query regarding short listing, status, etc. will result in a disqualification.



4. Eligibility Criteria

The bidder must possess the requisite experience, strength and capabilities in providing the equipments necessary to meet the broad requirements, as described in the bid document. The bidder interested in being considered for this bid must meet the following eligibility criteria.

- 4.1. The bidder should have completed at least 3 years of experience/operation in the field of supply, installation, Testing, and Commission of Biometric Access Control System from bid start date.
- 4.2. The bidder should have completed/undertaken assignments of Supplying, Installing, Testing and Commissioning of Biometric Access Control System in last 3 years as on tender publishing date with:
 - Single order worth Rs. 24,00,000 (Twenty-Four lacs)
 - OR
 - Two orders worth Rs. 15,00,000 (Fifteen Lacs) each.
 - OR
 - Three orders worth Rs. 12,00,000 (Twelve lacs) each.
- 4.3. Bidder should have a **minimum average annual turnover of Rs. 9,00,000/-** (Rs. Nine Lac only) for last three financial years i.e., FY 2022-23, FY 2023-24, FY 2024-25.
- 4.4. The bidder shall be the manufacturer/OEM or the bidder should be duly authorized by the manufacturer/OEM to supply the goods/equipments specified in this bid by submitting **MAF format as per Section 9 Annexure C** (Form A: Authorization Letter from OEM) for Item 1,2,3 & 4 of Section-8 Technical Specifications.
- 4.5. The bidder should not be blacklisted / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender as per Section 9 Annexure D.
- 4.6. The bidder should furnish Bid Fee and an Earnest Money Deposit (EMD) as per Section-3, Clause No. 3.5.
- 4.7. The bidder should furnish Solvency Certificate amounting 20% of the consideration of the Contract from a scheduled/nationalised bank.
- 4.8. The bidder should furnish Duly filled Technical Specification must be submitted **on OEM's letter head**. The same must be duly signed and stamped by authorized person.
- 4.9. The bidder should furnish Duly filled Technical Specification must be submitted **on Bidder's letter head**. The same must be duly signed and stamped by authorized person.
- 4.10. Undertaking letter as per Section 9, FORM – C On letterhead of Bidder.
- 4.11. Undertaking letter as per Section 9, FORM – D On letterhead of OEM.

Note:

Bidders who wish to participate in this bid will have to register on <https://smctender.nprocure.com> Further bidders who wish to participate in online bids will have to procure Digital Certificate as per Information Technology Act 2000 using which they can sign their electronic bids. Bidders can procure the same from (n) code solutions – a division of GNFC Ltd., or any other agency licensed by Controller of Certifying Authority, Govt. of India. Bidders who already have a valid Digital Certificate need not procure a new

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Digital Certificate.

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5. Indicative list of Documents to be submitted

The bidder will be required to upload the **duly signed, stamped and notarized colour scanned copy** of below mentioned documents online on <https://smctender.nprocure.com> to ascertain the claims made. Following is the indicative list of documents that are to be submitted.

#	Description of Requirement	Proof Required to be Submitted
1.	The bidder should have completed at least 3 years of experience/operation in the field of supply, installation, Testing, and Commissioning of Biometric Access Control System from bid start date.	Copy of work order / Completion certificate/ Contract certificate issued by client clearly specifying Bidders Name, details of Work, Date of issue of respective document. (duly notarized).
2.	The bidder should have completed/undertaken assignments of Supplying, Installation, Testing and Commissioning of Biometric Access Control System in last 3 years as on tender publishing date. Single order worth Rs. 24,00,000 (Twenty-Four lacs) OR Two orders worth Rs. 15,00,000 (Fifteen Lacs) each. OR Three orders worth Rs. 12,00,000 (Twelve lacs) each.	Copy of work order / Completion certificate/ Contract / Performance certificate issued by client clearly specifying Bidders Name, details of Work, Date of issue, amount of contract/work order value for each Respective document. (duly notarized)
3.	Bidder should have a minimum average annual turnover of Rs. 9,00,000/- (Rs. Nine Lac only) for last three financial years i.e., FY 2022-23, FY 2023-24, FY 2024-25.	Audited Balance sheet of Last 3 Financial Years / certificate of auditor (duly signed, stamped and notarized)
4.	The bidder shall be the manufacturer/OEM of the Biometric Access Control System specified. In the case the bidder is not manufacturer/OEM, the bidder should be duly authorized by the manufacturer/OEM to supply the goods/equipments by submitting Manufacturer's Authorization as per Section 9 Annexure C , Form A. For Item 1,2,3 & 4 of Section-8 Technical Specifications.	Submit Authorization letter from OEM as per MAF format specified at Section – 9, Part – C (Form – A: Authorization Letter from OEM). (duly notarized)
5.	The bidder should not be blacklisted / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender as per Section 9 Annexure D .	Compliance letter/ Self-declaration / Undertaking by bidder as per Section – 9, Part-D, Form–B. (duly signed & stamped)
6.	EMD & Bid Fee.	As per Section 3, Clause 3.5.
7.	The bidder should furnish Solvency Certificate amounting 20% of the consideration of the	Solvency Certificate as per Section– 7, Item No 7.7.

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	Contract from a scheduled/nationalised bank.	(duly notarized)
8.	Compliance with technical specification as mentioned in Section – 8.	Duly filled technical specification must be submitted on OEM's letter head . The same must be duly signed and stamped by authorized person. (duly notarized)
9.	Compliance with technical specification as mentioned in Section – 8.	Duly filled technical specification must be submitted on Bidder's letter head . The same must be duly signed and stamped by authorized person. (duly signed & stamped)
10.	Undertaking letter as per Ministry of Finance on Bidder's letter head	Section 9, FORM – C on Bidder's letter head . Duly filled, signed & stamped.
11.	Undertaking letter as per Ministry of Finance on OEM's letter head	Section 9, FORM – D on OEM's letter head. (duly notarized)
12.	Information of Authorized Signatory / Contact Person as per Section 9, Annexure A & B.	Self-Declaration in this regard by the authorized signatory of the bidder. (duly signed & stamped)
13.	Product literature	Technical details/brochures/ datasheets/ specification sheet of bided/offered products. (duly notarized)
14.	Goods & Service Tax Registration Nos., PAN No & Details of Certificate of Incorporation.	Copy of the Goods & Service Tax (GST) Registration Certificate, PAN Card& Certificate of Incorporation. (duly notarized)
15.	Affidavit (on non-judicial stamp paper of Rs. 300 and duly notarized, Page no. 51)	Affidavit (on non-judicial stamp paper of Rs. 300 (duly notarized)
16.	Copy of Tender Document along with Addendum & Corrigendum, if any.	Duly signed and stamped.
* Note: Additional documents other than above if any, required for supporting the claims made by the bidder should be attached.		



Surat Municipal Corporation (SMC)

**Bid for
Supply, Installation, Testing, Commissioning and Integration
Of Biometric Access Control System
[SMC-ISD-BACS-01-2026]**

**Online Bid Start Date
March 11, 2026**

**Online Bid End Date
(Last Date of Online Submission of Bids)
April 04, 2026**

**Last Date of Physical Submission of Bid Fee, EMD & Affidavit
in Hard Copy
April 13, 2026**

Technical Bid

**Information Systems Department (ISD)
Surat Municipal Corporation
Muglisara, Surat-395003**

**Technical
Bid**

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rc
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6. Scope Of Work

6.1. The prices/charges quoted should also include:

- a. Field Infrastructure & Connectivity: Provision of all necessary field-to-controller cabling—including FRNC (Flame Retardant Non-Corrosive) power cables, shielded signal cables for electromagnetic locks, and data patch cords—along with all connectors and software drivers required for the Biometric Access Control System (BACS). The bidder must ensure complete hardware-software compatibility and seamless integration across the SMC-provided network infrastructure.
- b. Comprehensive Warranty: Five-year onsite back-to-back OEM warranty coverage for each BACS item, inclusive of all services and the replacement of all parts and modules. The warranty period for each item shall commence from the date of delivery/supply to SMC.
- c. Delivery & Installation Services: Delivery and installation of the supplied BACS hardware at various SMC offices or designated entry points. The bidder shall, as instructed by SMC, undertake the transfer, installation, removal, and re-installation of the biometric readers and associated locking mechanisms without exception throughout the contract period.
- d. Relocation Support: In the event of SMC office shifting, demolition, relocation, or renovation, the bidder shall carry out the complete transfer of BACS equipment. This includes the uninstallation/unmounting, shifting, and reinstallation/remounting of biometric modules, electromagnetic locks, and associated power/network equipment from one location to another as many times as required during the contract period, without any additional cost to SMC.
- e. Logistics & Insurance: All costs associated with Transit Insurance, Freight, and loading/unloading charges up to the final designated SMC site locations.
- f. System Integration & Configuration: The supply, installation, testing, commissioning, and end-to-end integration of all delivered biometric items with the existing active and passive network infrastructure provided by SMC.
- g. Staggered Implementation: SMC may instruct the successful bidder to deliver BACS equipment in bulk initially. Subsequently, SMC may issue directions for the installation of one or more units from the available stock in a staggered manner, based on the requirements of new SMC locations or the site readiness of existing locations. The bidder shall execute all such installation and configuration activities throughout the contract period without any additional cost to SMC.

6.2. The entire scope of supply, installation, testing, commissioning, and integration of all items listed in this bid shall be awarded to one single successful bidder only. The



selected bidder shall be solely responsible for supplying the entire quantity of all items at the approved rates.

- 6.3. Technical details/Datasheets/Manuals of goods to be supplied shall be submitted along with the Bid.
- 6.4. The agency shall extend all the benefits to the SMC such as free samples of products, materials, goods, articles including any kind of discount, rebate, commission, incentives normally offered to any other buyer in the form of gift or otherwise as part of the sales promotion scheme(s). If any such sales promotion scheme(s) is /are already launched for the product and is/are in force while the Bid process is on, mention of details of such scheme(s) must be made explicitly in the offer.
- 6.5. The liability as to any damages and/or loss otherwise to any movable or immovable properties, assets during loading, unloading, installation, Uninstallation, shifting/Transfer or otherwise during the period of supply, whether knowingly or unknowingly done or occurred shall be made good forthwith to the SMC by the Awardee agency upon a communication made therefore.
- 6.6. **Hardware Replacement and Infrastructure Retrofitting:** The successful bidder shall be responsible for the complete decommissioning, safe removal, and cataloging of all existing legacy readers (Suprema). These units shall be replaced with the proposed Retrofit Biometric Readers. The bidder must ensure that the installation is structurally sound and aligned with the existing architectural aesthetics.
- 6.7. **Controller Migration:** In conjunction with the reader replacement, the bidder shall migrate the existing cabling from the legacy readers to the new Multi-Door Controller/Panel (The Bridge). The goal is to reuse the functional wiring already in place while shifting the communication and data flow to the new system:
 - 6.7.1. Physical mounting of new panels in designated locations.
 - 6.7.2. Professional termination of all field wiring (Power, Readers, and Locks).
 - 6.7.3. Full configuration and integration with the centralized Integration & Management Software (The Platform).
- 6.8. **Pre-Bid Site Survey & Quantity Validation:** Bidders are encouraged to conduct a comprehensive Site Survey of all designated locations prior to the Pre-Bid Conference. To facilitate this, a coordinated site visit is scheduled for **18-03-2026 at 11:00 am**. Bidders must register for this survey at least 24 hours in advance by emailing **isd.networks@suratmunicipal.org** to ensure effective planning. If a bidder identifies any discrepancies or variations in the estimated quantities of hardware (e.g., Readers, Controllers, or Mounting Headers) during this visit, they must submit a formal query during the Pre-Bid meeting. Subject to authority approval, validated changes will be officially updated via a Corrigendum/Addendum, ensuring the final Bill of Quantities (BoQ) reflects actual site requirements before price bid submission.
- 6.9. **Utilization of Existing Infrastructure:**



- 6.9.1. **Feasibility Assessment:** Prior to new installation, the Bidder shall conduct a thorough continuity and integrity test of the existing field cabling (e.g. Cat6, Power cables). If the cable fails the test or does not support RS-485 OSDP / Wiegand protocols, the bidder must replace the cable at no extra cost to SMC, utilizing the existing conduits.
- 6.9.2. **Mandatory Reuse:** Wherever the existing cabling/wiring is found to meet the technical standards and distance requirements of the new system, the Bidder must utilize the same to minimize structural conduit work and project costs.
- 6.9.3. **Refurbishment:** If existing wiring is used, the Bidder must re-terminate all ends using fresh lugs/ferrules and provide new labelling/tagging for the entire circuit
- 6.10. Mounting Compatibility and Aesthetics:** The new Retrofit Biometric Readers must be installed using customized mounting plates if the existing "Suprema footprint" or wall cut-outs are larger than the new hardware. The bidder shall ensure a clean, professional finish with no exposed holes, gaps, or damaged wall surfaces.
- 6.11. Decommissioning and Asset Handover:** The Selected Bidder shall be responsible for the systematic decommissioning of the existing Biometric Access Control System (BACS) across all designated locations. All dismantled hardware, including but not limited to Master/Slave Controllers/ Readers, EM Locks, and Power Supply Units, must be inventoried and handed over to the SMC (Surat Municipal Corporation) in "as-is" condition. A formal "Asset Handover Report" signed by the Engineer-in-Charge shall be a prerequisite for the release of the installation phase payment.
- 6.12. Unified System Integration & Operational Continuity:**
- 6.12.1. **Full-Scale Integration Responsibility:** The Selected Bidder is responsible for the complete replacement of the legacy system and the seamless integration of all hardware components into a single, centralized Integration & Management Software (The Platform). The scope of integration covers the following:
- 6.12.1.1. **Replacement Infrastructure:** Full integration of the Retrofit Biometric Reader and Multi Door Controller/Panel (The Bridge) used in legacy migration areas.
- 6.12.1.2. **New Infrastructure:** Full integration of the Biometric Master Terminal (Standard) and Networked Biometric Reader (Standard).
- 6.13. Service Level Agreement (SLA):** Upon commissioning of the Biometric Access Control System (BACS), the successful agency shall ensure maximum uptime and operational readiness of all supplied hardware and software throughout the 5-year warranty/contract period. Any reported technical issues or hardware failures must be attended to and resolved within **one working day** from the time of reporting,
- 6.13.1. The agency shall repair or replace faulty biometric master terminals, slave readers, electromagnetic locks, power supplies, or controllers. All replacements must be with new compatible components of the same or higher configuration/technology.
- 6.13.2. The agency is responsible for the ongoing installation, mounting, unmounting, and shifting/transfer of biometric modules and locking mechanisms across various SMC



locations as required, multiple times during the contract period, ensuring seamless integration with the network at the new location.

Failure to comply with the resolution timelines shall attract a penalty, deducted from the amount payable or the Security Deposit, for each day of downtime as follows:

Delay of 1 to 3 working days	Penalty at 0.5% of the product cost per day
Delay Beyond 3 working days	Penalty at 1% of the product cost per day

If any component which is supplied by the successful bidder (e.g., a specific fingerprint sensor reader, EM lock etc.) exhibits recurring failures, the bidder shall replace the entire unit with a new, compatible device of the same or higher configuration at no additional cost to SMC. The bidder shall manage the entire lifecycle of the issue, including OEM coordination, ticket generation, and onsite troubleshooting. SMC reserves the right to conduct conformity tests on any supplied goods at any time; the agency must provide full cooperation and necessary tools for such audits.

6.14. Project Timelines, Implementation & Liquidated Damages (LD)

6.14.1. **Project Execution Period:** The Successful Bidder (Agency) shall complete the delivery, installation, testing, commissioning, and system integration of all hardware and software components—forming a comprehensive, end-to-end solution—within a strict period of 45 Calendar Days from the date of issuance of the Work Order (WO) or Purchase Order (PO).

6.14.2. **Scope of Completion:** The "Complete Solution" is defined as the successful integration of all Biometric Master Terminals, Networked Biometric Readers, Retrofit Biometric Readers, and Multi-Door Controllers with the Integration & Management Software (The Platform), including the successful migration of legacy infrastructure and user data.

6.14.3. **Liquidated Damages (Penalty for Delay):** In the event the Agency fails to deliver the complete solution within the stipulated 45-day timeframe, a penalty (Liquidated Damages) of 0.2% of the total contract value shall be levied for each day of delay.

6.14.3.1. The penalty shall be calculated on the total value of the contract, including all hardware, software, and services.

6.14.3.2. **Maximum Cap:** The total penalty for delay shall not exceed 10% of the total contract value. Reaching this cap may lead to the termination of the contract at the risk and cost of the Agency.

6.15. **Replacement of Faulty Existing Hardware Components (On-Demand):** Due to the operational nature and mechanical wear-and-tear of access control hardware, the Selected Bidder shall be responsible for the replacement of faulty existing hardware components which are already installed and were not originally supplied by the successful bidder including, but not limited to, EM Locks (1200 lbs / 600 lbs), Push-to-Exit Switches (Exit Buttons), and Back Boxes for Exit Switches, as and when required during the implementation or maintenance phase.



- 6.15.1. **Standard of Replacement:** All such replacements must be executed using new, approved hardware that meets the original technical specifications.
- 6.15.2. **Financial Terms:** These replacements shall be billed as per the approved unit rates quoted by the bidder in the financial bid of this tender.
- 6.15.3. **Verification:** Any replacement of these components must be pre-authorized by the SMC Official based on a joint physical inspection of the faulty hardware."
- 6.15.4. **SLA for Replacement:** Upon identifying or being notified of any faulty existing hardware, the Bidder must complete the replacement within specified timeline from the date of reporting the instance to the bidder. Failure to comply with this timeline will attract penalties as per the Service Level Agreement (SLA) defined in point 6.13 of this tender.
- 6.16. Fixed-Rate Contract (5-Year Validity):** The approved unit rates of the selected bidder for each specific item shall be established as a Fixed Rate Contract for a period of 5 years. SMC shall utilize these rates for any future expansion of the BACS solution or for the replacement of any existing items (including those not originally procured under this specific bid) whenever a repair or upgrade is required across the SMC premises.
- 6.17. Absolute Completeness of the Solution:** The Successful Bidder shall be responsible for providing a fully functional, end-to-end integrated Biometric Access Control System as detailed in this Bid. Any miscellaneous items, accessories, or services—including but not limited to specialized mounting hardware, power adapters, interface converters, connectors, specialized cabling, insulation tapes, fasteners, software patches, API licenses, or firmware updates—that are not explicitly mentioned in the Bill of Quantities (BoQ) but are essential for the successful operation and integration of the proposed system, shall be provided by the Successful Bidder. All such incidental costs shall be borne entirely by the Bidder with no additional financial implication or cost escalation to SMC. The Bidder is deemed to have assessed the site requirements in their entirety before the submission of the bid.



7. General Terms & Condition

7.1. OEM / Implementation Partner Participation Criteria: The Original Equipment Manufacturer (OEM) of the Access Control System must be a globally recognized leader in the manufacturing and supply of electronic access control and biometric security systems. To ensure long-term stability and reliability for the SMC project, the OEM is required to have a minimum of five (5) years of active experience in the industry and must demonstrate a proven track record through the successful deployment of similar high-security systems in at least three (3) enterprise or government organizations.

- i. **Authorized Representation:** The bidder must be the Original Equipment Manufacturer (OEM) or an Authorized System Integrator/Service Partner for the specific biometric hardware and access control software quoted.
- ii. **Product Certification Requirements:** To maintain international safety and performance standards, all hardware offered under this bid must meet specific certification benchmarks. Standard Access Control Devices must carry CE, FCC, or RoHS compliance to ensure electromagnetic compatibility and environmental safety. For Biometric Devices, the scanners must meet high-fidelity imaging standards such as STQC, FBI PIV, or FAP certification (or their recognized international equivalents) to guarantee accurate fingerprint matching for at least 3,000 users. Additionally, all Power Supply units must be CE or UL certified, while all Networking Equipment must adhere to IEEE standard compliance for seamless integration into the SMC network.
- iii. **Manufacturer's Authorization Form (MAF):** The bidder is required to submit a Manufacturer's Authorization Form (MAF) from all relevant OEMs (Biometric Terminals, Locking Mechanisms, and Management Software) stating that the bidder is authorized to quote their products and provide "Authorization Letters from OEM" (as per Section-9, Form 'A') (as per **Section-9, Form 'A'**).
- iv. **Product Lifecycle and Obsolescence Management:** All hardware provided (Biometric Master Terminals, Slave Readers, and Controllers) must be the latest released products from the OEM. The equipment must not be on the 'End of Sale' or 'End of Support' list for at least **5 years** from the date of commissioning. If any hardware part, model, or software subscription becomes unavailable from the OEM during the contract period, the bidder must provide an equivalent or higher configuration model/version—maintaining all specified features—at no additional cost to SMC.
- v. **Singularity of Proposal:** Bidders shall specify only **one specific make and model** for each component (e.g., Master Terminal, Slave Reader, EM Lock). Providing



multiple options or "equivalent" lists within the technical bid is strictly prohibited and will lead to disqualification.

- vi. **Proof of Concept (PoC) & Demonstration:** As part of the technical evaluation, SMC reserves the right to demand a live **Demonstration or Proof of Concept (PoC)** of the proposed BACS. The bidder must demonstrate full functional integration, including fingerprint/card enrolment, network communication via WiFi/LAN, fail-safe fire alarm integration, and centralized report generation. Failure to successfully demonstrate the quoted features as per SMC's configuration requirements will result in the technical rejection of the product.
- 7.2.** The bidder must submit the "**Self-Declaration**" as per the Performa of Compliance Letter (as per **Form 'B'**).
- 7.3.** The offer/Price Bid should be valid for acceptance for a minimum period of **180 days** from the date of opening of the Price Bids. If desired by SMC, it will have to be extended for a further period also.
- 7.4.** The right to reject accepts any/all Bids(s) without assigning any reason thereof is reserved.
- 7.5.** In case the quoted Item is not available in the market, the bidder will have to supply Product with Equivalent or Higher Specs/Version replacement of that Item in the quoted cost in the same time duration with prior approval of SMC. No "End of Life" product should be quoted to minimize such instances till the bid validity (Make & Model quoted by the bidder should be available till the bid validity, duly supported for spares/OEM support for 5 years).
- 7.6. Security Deposit:**

The successful agency will be required to place Security Deposit @ 5% of the consideration of the Contract by Demand Draft or Banker's Cheque **Payable at Surat** in favour of **Surat Municipal Corporation** of any scheduled/nationalized bank within 10 days from the date of notice of award of contract, **failing which a penalty @ 0.065% of** the amount of security deposit will be imposed for delay of each day. The EMD placed may be considered for conversion towards the security deposit and amount falling short of the required amount shall be payable. No interest shall be paid on Earnest Money Deposit and/ or Security Deposit placed.
- 7.7. Solvency Certificate**

Along with the technical bid documents, the bidder should submit Solvency Certificate of not less than 20% of the consideration of the Contract from a scheduled/nationalized bank. ***The Solvency Certificate should valid and should not be older than one year from the bid start date.***
- 7.8.** In case, the awardee i.e. the selected agency fails to supply specified quantity and quality of goods in time, or the performance of such supply/supplies is/are not found



up to the mark or found of an inferior quality vis-à-vis specifications, the security deposit will be forfeited at once.

7.9. Agreement & Undertaking:

The Awardee i.e. the selected agency will have to enter into an Agreement and submit an Undertaking with SMC for supply of goods and its/their installation, Commissioning etc. on a Rs. 300/- stamp paper (or of appropriate amount) each of Government of Gujarat at the agency's own cost within 10 (Ten) working days (of SMC) period from the date of Notice of Award. No claims for payments will be entertained without completion of this process.

7.10. TAX LIABILITY

GST (Goods & Service Tax) has come in existence from 1st July 2017. Contractor / Successful Bidder is bound to pay any amount of GST prescribed by the Govt. of India as per the Terms of Contract agreed upon during the course of execution of this Contract.

During the course of execution of Contract, if there is any change in Rate of GST (Goods & Service Tax) by the Government, the same shall be reimbursed / recovered separately by SMC, subject to the submission of Original Receipt / Proof of the amounts actually remitted by the Successful Tenderer / Contractor to the Competent Authority along with a Certificate from Chartered Accountant of Contractor / Successful Bidder certifying that the amount of GST paid to the Government and the same shall be intimated / submitted / claimed within 30 (Thirty) Days from the date of payment. Remittance of GST within stipulated period shall be the sole responsibility of the Successful Bidder / Contractor, failing which SMC may recover the amount due, from any other payable dues with SMC and decision of Municipal Commissioner shall be final and binding on the Contractor / Successful Bidder in this regard. Further, the non-payment of GST to the Government may lead to the termination of contract and forfeiture of Security Deposit / Performance Guarantee Amount.

If imposition of any other new Taxes/Duties/Levies/Cess or any other incidentals etc. or any increase in the existing Taxes/Duties/Levies/Cess or any other incidentals etc. (excluding GST) are imposed during the course of the contract, the same shall be borne by the Contractor/Successful Bidder Only, in no case SMC shall be liable for the same.

The contractor will submit the invoice to the SMC having GSTIN of SMC mentioned therein and the taxes shall be shown separately on the face of the invoice so as to claim as ITC by SMC.

Surat Municipal Corporation GST No. is 24AAALS0678Q1ZE.

- 7.11.** It shall be noted that the lowest rate(s)/price(s) will not be the sole criterion for accepting Bid for any of the goods but emphasis will be given to the quality of the products and even the readiness to offer innovative technology thereof.



- 7.12.** Any offer/Bid not meeting the terms and conditions mentioned hereinabove will be liable for rejection without assigning any reason thereof.
- 7.13.** The contract shall be governed by the Laws in India and shall be subject to the jurisdiction of Surat.
- 7.14.** Bid once filled in, submitted shall not be allowed to be withdrawn till the validity of the bid remains in force or else the EMD shall be liable for forfeiture. The agency is expected to examine the Bid Document carefully. Failure to furnish all information required as per the Bid Document may result in the rejection of the bid.
- 7.15.** The agency will be bound by the details furnished by him/her to SMC, while submitting the bid or at subsequent stage. In case, any of such documents furnished by the agency is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable to legal action besides termination of contract.
- 7.16. Terms of Payment:** SMC will not make any advance payment. Payment will be made once the ordered products are delivered as specified & after completion required documentation process. The Security Deposit will be released only after the successful completion of the minimum warranty period of five years.
- 70% on Full Supply.
 - 20% on complete installation/testing/commissioning/integration/activation or within 30 days of supply/activation in case site condition is not ready due reasons within control of SMC (whichever is earlier)
 - 2.5 % on completion of 1st year of warranty.
 - 2.5 % on completion of 2nd year of warranty.
 - 2.5 % on completion of 3rd year of warranty.
 - 2.5 % on completion of 4th year of warranty.
- 7.17.** Municipal Commissioner, SMC reserves the right to reject, accept any/all bid(s) without assigning any reason thereof.
- 7.18.** The participation in the online tendering process implies that the bidder has thoroughly read, studied and understood the instructions of the Bid documents, Scope of work, formats as well as the terms and conditions referred there in and the same are acceptable to the bidder.
- 7.19.** The agency will be bound by the details furnished by him/her to SMC, while submitting the tender or at subsequent stage. In case, any of such documents furnished by the agency is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable to legal action besides termination of contract.
- 7.20.** The total penalty could be up to 10% of the Consideration of Contract and the decision of the SMC shall be treated as final in such cases.
- 7.21. Consortium or JV or Sub-contracting**
The Bidder is NOT allowed to form Consortium or Joint Venture for any specific service within the scope of the tender. Sub-contracting is also NOT permitted.



7.22. If it is found that the same firm has submitted multiple bids under different names for the proposed contract, all such tender(s) shall stand rejected and bid deposit of each such firm/establishment shall be forfeited. In addition, such firms/establishments shall be liable, at the discretion of the Municipal Commissioner, SMC for further penal action including blacklisting.

7.23. Back-office Support: Additional support as and when needed shall be provided from offsite competent staff of the bidder for specialized repairs, maintenance, configuration and consultation with no extra cost.

7.24. The bidder shall indemnify SMC from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of:

- any negligence or wrongful act or omission by the bidder or any third party associated with bidder in connection with or incidental to this Contract; or
- any breach of terms as stated in the bid document, the bidder’s Bid and the Contract with the bidder
- Any infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied goods and related services or any part thereof.

7.25. Force Majeure:

The bidder shall not be liable for any delay or failure of performance of any of its obligations under or arising out of this contract, if the failure or delay is the result of an event of Force Majeure. “Force Majeure” means an event beyond the control of the bidder and not involving the bidder’s fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of the End customer in its sovereign capacity, wars or revolutions, riot or commotion, earthquake, fires, floods, epidemics, quarantine restrictions. The bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and feasible.

Declaration: I/We have thoroughly read, studied and understood the instructions of the bid documents, formats as well as the terms and conditions referred to hereinabove and the same are acceptable to me/us.

Place	Signature of Authorized Person
Date	Designation
Seal/ Stamp	Name



8. Technical (minimum) Specification

- The Bidder may participate in the bid by quoting for one, more or all the items depending on his techno-commercial capability to supply & support that range of products. Bidders are required to mention Make & Model of the product.
- The bidder can quote only one option (i.e. only one product can be quoted) against each item meeting or exceeding the below mentioned minimum specification.
- The bidder must clearly specify the features of the offered product vis-à-vis specification and deviation if any in the Column-C and Column-D of Table-I respectively.
- **The exact make and model of the product offered must be specified in the Table-I & Table-II provided.**
- The technical spec sheet and the product brochure of the product offered should also be submitted along with technical bid.
- In case the space provided is not enough then a separate paper as per the format below can be annexed to the bid. The same must be duly signed and stamped.
- **The Technical Specification Compliance Sheet must be submitted separately on OEM's letter head as well as on Bidder's letterhead (for all items).** The same must be duly signed and stamped & notarized as mentioned above by authorized person of respective entity.
- The bidder must ensure that the Master Terminal and Slave Reader are from the same OEM to ensure 100% hardware compatibility and synchronization of biometric templates. The communication between devices must be supervised to detect any wire-tampering or device offline status.

Table-I: Item wise Technical Specifications			
Item No.	Description and Minimum Specification	Matched/ [Yes/No]	Deviation from Specification /Remarks if Any
A	B	C	D
1.	Multi Door Controller/Panel (The Bridge)		
	The hardware that connects the "Retrofit" readers back to the SMC Network:		
	<ul style="list-style-type: none"> • Capacity: Controller shall be an embedded network controller capable of supporting minimum 2 doors / 4 readers with onboard processing and offline decision making 		



	<ul style="list-style-type: none"> • Reader Inputs: at least 4 * RS-485 Ports (optimized for OSDP) and/or 4 * Wiegand Ports. • Input Triggers: 2 * Exit Button, 2 * Door Sensor, 1 * Fire Alarm Input. • Networking: 1 * RJ45 Ethernet Port for Server Communication. • Offline Mode: Must retain all access rules and logs even if the ICCS Server is offline. 		
	Proposed Make:		
	Proposed Model/Part Code:		
2.	Retrofit Biometric Reader		
	This security device is installed directly at the door to replace old Suprema units; it uses a fingerprint and card scanner to capture user data and sends it back to "The Bridge" using the existing wiring already in place.		
	<ul style="list-style-type: none"> • Functional Role: Must transmit biometric and card data to a centralized Multi-Door Controller. • Authentication Type: Multi-factor support: Fingerprint, Mifare Smart Card (13.56 MHz). • Sensor Technology: Fingerprint sensor ≥ 500 DPI OR equivalent certified biometric sensor (FBI PIV / STQC / FAP certified). • Interface Protocol: Must support OSDP v2 secure channel OR equivalent encrypted RS485 communication protocol. • Legacy Support: Includes standard Wiegand (26-bit to 64-bit) output for backward compatibility with existing legacy controllers. • Feedback Logic: Features at least a Bi-color LED Bar (Red/Green) and an internal buzzer to reflect door status directly from the controller. • Security Feature: Internal Optical Tamper Sensor to detect and report unauthorized removal from the mounting surface to the controller. • Power Input: 12V DC; must support a wide input range of 10V DC to 15V DC to compensate for voltage drops over long retrofit cable runs. • Power Protection: Integrated Reverse Polarity Protection (to prevent damage if wired incorrectly during retrofit) and Over-Voltage/Transient Surge Protection. • Remote Management: "The reader must allow for 		



	Remote Firmware Upgrades via the RS-485 data bus from the centralized management software.		
	Proposed Make:		
	Proposed Model/Part Code:		
3.	Biometric Master Terminal (Standard)		
	This all-in-one "Intelligent Edge" device is installed at main entry points to manage the door's locking logic locally; it features a built-in display for user feedback and connects directly to the SMC network via a single network cable to sync data in real-time.		
	<ul style="list-style-type: none"> • Hardware: Embedded processor with sufficient resources to support ≥3000 biometric templates and ≥100,000 logs. 		
	<ul style="list-style-type: none"> • Authentication Type: Multi-factor support: Fingerprint, Mifare Smart Card (13.56 MHz). 		
	<ul style="list-style-type: none"> • Sensor Technology: Optical/CMOS Scratch-proof sensor with ≥500 DPI resolution. 		
	<ul style="list-style-type: none"> • Smart Card Reader: Integrated 13.56 MHz contactless reader. 		
	<ul style="list-style-type: none"> • Template Capacity: Minimum 3,000 Fingerprint templates and 10,000 Mifare Card users. 		
	<ul style="list-style-type: none"> • Transaction Logs: Minimum 1,00,000 local event logs with FIFO (First-In-First-Out) overwrite. 		
	<ul style="list-style-type: none"> • Display: Minimum 2.4-inch TFT/LCD Color screen for user feedback and menu navigation. 		
	<ul style="list-style-type: none"> • Connectivity: 10/100 Mbps Ethernet with Native PoE (802.3af/at), Supports TCP/IP and integrated WiFi (802.11 b/g/n) (optional). 		
	<ul style="list-style-type: none"> • Communication Protocol: TCP/IP, Push Data technology for real-time server synchronization. 		
	<ul style="list-style-type: none"> • Hardware Interfaces: 1 x Relay Output (for EM Lock), 1 x Exit Button Input, 1 x Door Sensor Input. 		
	<ul style="list-style-type: none"> • Security Feature: Built-in Tamper Switch for alarm trigger upon unauthorized device removal. 		
	<ul style="list-style-type: none"> • Power Input: 12V DC, 2A & PoE (Power over Ethernet) as per IEEE 802.3af/at. 		
	<ul style="list-style-type: none"> • Auto-Resync: Upon restoration of network connectivity, the device must automatically synchronize its internal time and upload any buffered logs to the central database/software. 		
	<ul style="list-style-type: none"> • Local Anti-Passback (Offline Mode): The device must independently track user 'In/Out' status for its assigned 		



	door(s) and deny entry if a valid exit has not been recorded, even when disconnected from the central server.		
	<ul style="list-style-type: none"> • Anti-Pass back (APB): Must support Global Anti-Pass back logic when paired with the IP-Based Biometric Access Point (Satellite) for 'In/Out' door monitoring. • Template Synchronization: The terminal must support Automatic Template Pushing, allowing a fingerprint enrolled at the ICCC main desk to be instantly synced to this terminal via the network. 		
	Proposed Make:		
	Proposed Model/Part Code:		
4.	Networked Biometric Reader (Standard)		
	This IP-based device is installed as a "Slave" unit to capture biometric data and send it to the Master Terminal over the network; it enables secure two-way tracking (In/Out) for a door without the need for a separate exit button.		
	<ul style="list-style-type: none"> • Authentication Type: Multi-factor: Fingerprint, Mifare Smart Card (13.56 MHz). • Sensor Technology: Optical/CMOS Scratch-proof sensor with ≥ 500 DPI resolution. • Smart Card Reader: Integrated 13.56 MHz contactless reader. • Feedback Logic: Features at least a Bi-color LED Bar (Red/Green) and an internal buzzer to reflect door status directly from the master terminal. • Connectivity: 10/100 Mbps Ethernet (RJ45). • Security Feature: Built-in Tamper Switch for alarm trigger upon unauthorized device removal. • Power Input: 12V DC, 2A or PoE (Power over Ethernet) as per IEEE 802.3af/at. 		
	Proposed Make:		
	Proposed Model/Part Code:		
5.	Integration & Management Software (The Platform)		
	This centralized enterprise software shall serve as the unified command centre for all door hardware, capable of managing a database of at least 3,000 users with real-time monitoring, automated report generation, and seamless synchronization of biometric templates across all Master Terminals and Bridge Controllers on the network.		
	<ul style="list-style-type: none"> • Architecture: Web-Based Server-Client Architecture supporting browser-based administration. 		



	<ul style="list-style-type: none"> • Database Support: Supports MS SQL Server or PostgreSQL or equivalent enterprise relational database. 		
	<ul style="list-style-type: none"> • Fire Alarm Integration: Software must support "Global Fire Trigger" to release all EM locks instantly 		
	<ul style="list-style-type: none"> • User Role Management: Granular RBAC (Role-Based Access Control) - Define specific permissions for Operators, Guards, Employees, Officers, System Admins etc. 		
	<ul style="list-style-type: none"> • Biometric Management: Centralized Template Distribution; Enrollment at one station automatically syncs fingerprint/card data to all assigned terminals. 		
	<ul style="list-style-type: none"> • Real-Time Dashboard: Live Event Monitoring with color-coded alerts (e.g., Green for Access Granted, Red for Door Forced, Amber for Fire Trigger). 		
	<ul style="list-style-type: none"> • Reporting: Ability to generate Daily, Monthly, and Exception reports in PDF/Excel formats; Automated reporting for Time, Audit Trails, and System Health; exportable to PDF, Excel, and CSV. 		
	<ul style="list-style-type: none"> • Map-Based Interface (E-Maps): The software must feature interactive Vector Maps where operators can click a door icon on the floor plan to remotely Lock, Unlock, or view the live status of that specific terminal. 		
	<ul style="list-style-type: none"> • Anti-Pass back (Global): The platform must support Global Anti-Pass back logic across the network, preventing a user from 'tailgating' or passing their card/phone back to another person to enter the same zone. 		
	<ul style="list-style-type: none"> • Health Monitoring: Integrated Watchdog Service that sends an email or SMS alert or equivalent trigger mechanism to the IT team if any Master Terminal/ Controller/ PoE Switch goes offline for more than specified time (i.e. 30 seconds). 		
	<ul style="list-style-type: none"> • Advanced Time-Zone & Privilege Management: The Platform must provide a centralized scheduling engine that allows administrators to define and enforce Time-Based Access Rules; specifically, the capability to automatically restrict entry at all secondary access points (Standard and Retrofit Readers) during designated "Night-Mode" hours (e.g., 23:00 to 06:00), while maintaining 24/7 operational status for 02 (Two) Main 		



	Gates. This logic must support a "Global Administrative Override," ensuring that users with Admin-level credentials retain unrestricted, 24/7 access to all doors across the entire ICCC network, regardless of active schedules or holiday restrictions.		
	<ul style="list-style-type: none"> • Integration Protocols: Supports RESTful APIs and SDKs for 3rd party integration (VMS, Fire Alarm, HRMS/Payroll, and ICCC Video Wall). 		
	Proposed Make:		
	Proposed Model/Part Code:		
6.	Electromagnetic (EM) Lock - Single Leaf		
	<ul style="list-style-type: none"> • Holding Force: Minimum 600 lbs (280 kg) static strength. 		
	<ul style="list-style-type: none"> • Operating Voltage: Dual Voltage: 12V or 24V DC (Auto-sensing). 		
	<ul style="list-style-type: none"> • Current Draw: Approx. 500mA at 12V DC. 		
	<ul style="list-style-type: none"> • Status Monitoring: Built-in Hall Effect Sensor (Dry Contacts) for door status (Locked/Unlocked). 		
	<ul style="list-style-type: none"> • Indicators: Bi-color LED (Red/Green) on the lock body for visual status. 		
	<ul style="list-style-type: none"> • Finish: Anodized Aluminium housing with Zinc-plated armature plate. 		
	<ul style="list-style-type: none"> • Safety Standard: Fail-Safe (Unlocks immediately upon power loss. 		
	<ul style="list-style-type: none"> • Residual Magnetism: Must feature an "Anti-Residual Magnetism" kick-off button on the armature. 		
	Proposed Make:		
	Proposed Model/Part Code:		
7.	Electromagnetic (EM) Lock - Double Leaf		
	<ul style="list-style-type: none"> • Holding Force: Minimum 1200 lbs (545 kg) total (600 lbs*2 per leaf). 		
	<ul style="list-style-type: none"> • Operating Voltage: 12V or 24V DC. 		
	<ul style="list-style-type: none"> • Current Draw: Approx. 900mA at 12V DC (Combined). 		
	<ul style="list-style-type: none"> • Chassis Design: Single continuous housing for aesthetic uniformity across the double frame. 		
	<ul style="list-style-type: none"> • Status Monitoring: Independent "Lock Status" sensors for both left and right door leaves. 		
	<ul style="list-style-type: none"> • Safety Standard: Fail-Safe (Unlocks immediately upon power loss. 		



	<ul style="list-style-type: none"> • Finish: Anodized Aluminium housing with Zinc-plated armature plate. 		
	<ul style="list-style-type: none"> • Residual Magnetism: Must feature an "Anti-Residual Magnetism" kick-off button on the armature. 		
	Proposed Make:		
	Proposed Model/Part Code:		
8.	Mounting Brackets (L Type)		
	<ul style="list-style-type: none"> • Material: High-grade Anodized Aluminium. 		
	<ul style="list-style-type: none"> • Finish: Anodized Aluminium (Silver/Satin finish) to match EM lock housing 		
	<ul style="list-style-type: none"> • Thickness: Minimum 5mm to prevent flexing under magnetic tension. 		
	<ul style="list-style-type: none"> • Cable Management: Must feature a pre-drilled wire guide hole to allow the EM lock's power cable to pass through the bracket into the frame/duct. 		
	<ul style="list-style-type: none"> • Adjustability: Slotted mounting holes for precise lateral alignment of the magnet. 		
	Proposed Make:		
	Proposed Model/Part Code:		
9.	Mounting Brackets (U Type)		
	<ul style="list-style-type: none"> • Material: Brushed Stainless Steel or High-grade Anodized Aluminium. 		
	<ul style="list-style-type: none"> • Finish: Anodized Aluminium (Silver/Satin finish) to match EM lock housing 		
	<ul style="list-style-type: none"> • Protection: Must include pressure-sensitive rubber gaskets or PVC spacers to prevent direct metal-to-glass contact and cracking. 		
	<ul style="list-style-type: none"> • Locking Mechanism: Internal Allen-head grub screws for a "clean" look with no visible external nuts. 		
	Proposed Make:		
	Proposed Model/Part Code:		
10.	Duct Plate / Mounting Header		
	<ul style="list-style-type: none"> • Material: High-grade Anodized Aluminium or Stainless Steel (Grade 304). 		
	<ul style="list-style-type: none"> • Finish: Anodized Aluminium (Silver/Satin finish) to match EM lock housing. 		
	<ul style="list-style-type: none"> • Thickness: Minimum 3mm to 5mm to prevent bending under EM Lock tension. 		



	<ul style="list-style-type: none"> • Cable Management: Integrated internal "duct" or hollow channel to conceal all wiring. 		
	<ul style="list-style-type: none"> • Mounting Type: Universal pre-drilled holes for Master/Slave devices and EM Lock brackets. 		
	<ul style="list-style-type: none"> • Security: No visible external screws (uses internal/bottom grub screws for locking). 		
	Proposed Make:		
	Proposed Model/Part Code:		
11.	Push-to-Exit Switch (Exit Button)		
	<ul style="list-style-type: none"> • Material: Brushed Stainless Steel faceplate with a metallic/alloy button. 		
	<ul style="list-style-type: none"> • Switch Type: Momentary Push Button (Press to release). 		
	<ul style="list-style-type: none"> • Contact Rating: Minimum 3A @ 36V DC to handle EM Lock current 		
	<ul style="list-style-type: none"> • Output Contacts: Must provide both NO (Normally Open) and NC (Normally Closed) contacts. 		
	<ul style="list-style-type: none"> • Indicator: Optional: Backlit LED (Blue/Green) for visibility in low-light conditions. 		
	<ul style="list-style-type: none"> • Mechanical Life: Tested for minimum 5,00,000 cycles of operation. 		
	<ul style="list-style-type: none"> • Text/Logo: Clear "EXIT" or "PUSH TO EXIT" engraving on the faceplate. 		
	Proposed Make:		
	Proposed Model/Part Code:		
12.	Back Box for Exit Switch		
	<ul style="list-style-type: none"> • Material: High-impact ABS Plastic or Zinc Alloy (Zinc Alloy preferred). 		
	<ul style="list-style-type: none"> • Mounting Type: Surface mount or Flush/Recessed mount (as per site requirement). 		
	<ul style="list-style-type: none"> • Dimensions: Standard 86mm x 86mm (Square) to fit international standard switches. 		
	<ul style="list-style-type: none"> • Knockouts: Minimum 2 knockouts for conduit/cable entry. 		
	<ul style="list-style-type: none"> • Compatibility: Must feature standardized screw-hole distances to match the Exit Switch faceplate. 		
	Proposed Make:		
	Proposed Model/Part Code:		
13.	Access Control Power Supply (12V DC with Battery Backup)		



	<ul style="list-style-type: none"> • Input Voltage: 190V - 260V AC, 50Hz. 		
	<ul style="list-style-type: none"> • Output Voltage: 12V DC (Regulated). 		
	<ul style="list-style-type: none"> • Current Rating: Minimum 5A to 10A (depending on the number of locks per Power Supply Unit). 		
	<ul style="list-style-type: none"> • Battery Backup: Built-in charger for 12V, 7Ah/12Ah Lead-Acid Battery. 		
	<ul style="list-style-type: none"> • Protection: Short Circuit, Overload, and Battery Deep Discharge protection. 		
	<ul style="list-style-type: none"> • Enclosure: Wall-mountable heavy-duty CRCA steel cabinet with key lock. 		
	<ul style="list-style-type: none"> • Indicators: LED status for AC Input, DC Output, and Battery Charging. 		
	Proposed Make:		
	Proposed Model/Part Code:		
14.	Unmanaged PoE Switch (4-Port)		
	<ul style="list-style-type: none"> • Port Configuration: Min 4 * 10/100 Mbps PoE Ports + 1 Uplink Port. 		
	<ul style="list-style-type: none"> • PoE Standard: IEEE 802.3af / 802.3at (PoE+). 		
	<ul style="list-style-type: none"> • PoE Budget: 60W (30 W max. per PoE port) 		
	<ul style="list-style-type: none"> • Mounting: Desktop or Wall-mountable; includes mounting kit for installation inside a 2U/4U field cabinet. 		
	<ul style="list-style-type: none"> • Operating Temperature: 0 to 40 °C (32 to 104 °F). 		
	<ul style="list-style-type: none"> • Operating Humidity: 10% to 90% RH non-condensing. 		
	<ul style="list-style-type: none"> • Power Supply: External Power Adapter. 		
	Proposed Make:		
	Proposed Model/Part Code:		
15.	Centralized Emergency Fire-Override Module		
	<ul style="list-style-type: none"> • Input Interface: Must feature Potential-Free (Dry Contact) inputs to receive Normally Open (NO) or Normally Closed (NC) signals from the Fire Alarm Control Panel (FACP). 		
	<ul style="list-style-type: none"> • System Architecture: Hardwired Fail-Safe Design - The unit must be designed such that a loss of power or a triggered fire signal physically breaks the locking circuit. 		
	<ul style="list-style-type: none"> • Response Time: Ultra-low latency; must trigger global door release in < 1000 milliseconds upon receiving the fire signal 		



	<ul style="list-style-type: none"> • Monitoring Indicators: Front-panel Status LEDs for "System Healthy," "Fire Trigger Active," and "Fault/Loop Open." 		
	<ul style="list-style-type: none"> • Power Backup: Integrated Power Supply Unit (PSU) with a battery charging circuit to ensure the override remains functional during a total power failure. 		
	<ul style="list-style-type: none"> • Reset Mechanism: Features a Manual Key-Reset or a supervised software reset to re-lock doors only after the fire marshal clears the alarm. 		
	Proposed Make:		
	Proposed Model/Part Code:		
16.	Mounting Provision on Glass from Ceiling		
	<ul style="list-style-type: none"> • Design: Ceiling-suspended telescopic rod (SS304/Aluminum) to mount readers on glass without drilling the glass. 		
	<ul style="list-style-type: none"> • Cable Management: Hollow internal raceway to completely hide all wires from ceiling to device. 		
	<ul style="list-style-type: none"> • Stability: Rigid, anti-sway construction with rubber-gasket clamps to protect glass and prevent vibration 		
	<ul style="list-style-type: none"> • Completeness: Includes all structural anchors, false-ceiling trimmings, and hardware for a "zero-gap" professional finish. 		
17.	All-Weather Biometric Protective Enclosure		
	<ul style="list-style-type: none"> • Ingress Protection: Minimum IP65 Rated (Dust-tight and protected against low-pressure water jets/rain from any direction). 		
	<ul style="list-style-type: none"> • Optical Shielding: Integrated Protective Cowl/Hood (Sunshade) to prevent direct sunlight from "blinding" the biometric sensor. 		
	<ul style="list-style-type: none"> • Mounting: Universal back-plate compatible with Pole-mount or Wall-mount configurations. 		
	<ul style="list-style-type: none"> • Operational Interface: Front-access design with a High-Transparency hinged cover, ensuring clear visibility of the device screen and status LEDs. 		
18.	Secure Proximity Smart Card		
	<ul style="list-style-type: none"> • Technology: Contactless IC (Integrated Circuit) Smart Card. 		
	<ul style="list-style-type: none"> • Operating Frequency: 13.56 MHz (High Frequency) 		
	<ul style="list-style-type: none"> • Protocol Compliance: Fully compliant with ISO/IEC 		



	14443 Type A standards.		
	<ul style="list-style-type: none"> • Memory Capacity: Minimum 1 KB (EEPROM) organized in sectors/blocks. 		
	<ul style="list-style-type: none"> • Data Retention: Minimum 10 years with a write endurance of 1,00,000 cycles. 		
	<ul style="list-style-type: none"> • Encryption: Support for AES-128, 3DES, or equivalent secure encryption supported by ISO 14443 compliant smart cards. 		
	<ul style="list-style-type: none"> • Operating Distance: Up to 100 mm (Depending on the power of the Biometric Terminal antenna). 		
	<ul style="list-style-type: none"> • Unique Identifier: 7-byte UID (Unique Identifier) or 4-byte NUID to prevent card cloning 		
19.	Wiring & Conduits		
	<ul style="list-style-type: none"> • Data Cable: Cat6 UTP (Unshielded Twisted Pair) or FTP (Foiled Twisted Pair) for network/PoE. Must be 100% Copper (No CCA - Copper Clad Aluminium). 		
	<ul style="list-style-type: none"> • Power/Lock Cable: Minimum 1.5mm² Twin-core multi-strand copper wire to prevent voltage drop over long distances (especially for 1200 lbs locks). 		
	<ul style="list-style-type: none"> • Communication (Master-Slave) cable: Shielded Twisted Pair (STP) for RS-485 to eliminate EMI (Electromagnetic Interference) from nearby power lines. 		
	<ul style="list-style-type: none"> • Conduit: All outdoor wiring must be encased in Heavy-duty PVC Flexible Conduit or EMT (Electrical Metallic Tubing) 		
	<ul style="list-style-type: none"> • Glands: Use of PG-9 Waterproof Cable Glands at every entry point of the Outdoor Box/Duct Plate to prevent moisture ingress. 		



#	Description	Make, Model, Part Code
1.	Multi Door Controller/Panel (The Bridge)	
2.	Retrofit Biometric Reader	
3.	Biometric Master Terminal (Standard)	
4.	Networked Biometric Reader (Standard)	
5.	Integration & Management Software (The Platform)	
6.	Electromagnetic (EM) Lock - Single Leaf	
7.	Electromagnetic (EM) Lock - Double Leaf	
8.	Mounting Brackets (L Type)	
9.	Mounting Brackets (U Type)	
10.	Duct Plate / Mounting Header	
11.	Push-to-Exit Switch (Exit Button)	
12.	Back Box for Exit Switch	
13.	Access Control Power Supply (12V DC with Battery Backup)	
14.	Unmanaged PoE Switch (4-Port)	
15.	Centralized Emergency Fire-Override Module	
16.	Mounting Provision on Glass from Ceiling	
17.	All-Weather Biometric Protective Enclosure	
18.	Secure Proximity Smart Card	
19.	Category-6 cable	
20.	Heavy-duty PVC Flexible Conduit	
21.	PG-9 Waterproof Cable Glands	

Place:
Date:
Company stamp:

Signature of Authorized Person:
Designation:
Name:

Sign, Stamp &
Notary

Bid for Supply, Installation, Testing, Commissioning and Integration of
Biometric Access Control System (BACS)
[SMC-ISD-BACS-01-2026]



Surat Municipal Corporation (SMC)

**Bid for
Supply, Installation, Testing, Commissioning and Integration
Of Biometric Access Control System (BACS)
[SMC-ISD-BACS-01-2026]**

**Online Bid Start Date
March 11, 2026**

**Online Bid End Date
(Last Date of Online Submission of Bids)
April 04, 2026**

**Last Date of Physical Submission of Bid Fee, EMD & Affidavit
in Hard Copy
April 13, 2026**

**Information Systems Department (ISD)
Surat Municipal Corporation
Muglisara, Surat-395003**

**Annexure
to
Technical
Bid**



9. ANNEXURES TO TECHNICAL BID

All the documents listed below shall be annexed to the bid in the prescribed formats along with the necessary supporting documents to ascertain the claims made by the bidder.

A. Bidder's Details

1		Details of responding firm/company	
a.	Name of the Bidder/Supplier		
b.	Address		
c.	Telephone	Fax:	
d.	Website		
e.	Are you a Manufacturer / Authorized dealer / Sub dealer / Any other		
f.	Income Tax Number [PAN]		
g.	Goods & Service Tax (GST) No.		
2		Information about responding firm / Company	
a.	Address of Head Quarter/Head Office		
b.	Address of Registered Office		
c.	Main Office in Gujarat		
d.	Office in Surat		
e.	No. of years of operation in India		
f.	Turnover (figures as per last three audited balance sheets are to be provided)	Yr.-1 (20__ - __)	
		Yr.-2 (20__ - __)	
		Yr.-3 (20__ - __)	
3		Details of Contact Person	
a.	Name		
b.	Designation		

Sign, Stamp &
Notary

Bid for Supply, Installation, Configuration and Integration
Of Networking Equipments
[DC-ISD-Network-01-2026]



c.	Address			
d.	Telephone No.			
e.	Mobile No.			
f.	Fax No.			
g.	E-mail			
4	Details of Authorized Signatory			
a.	Name			
b.	Designation			
c.	Address			
d.	Telephone No.			
e.	Mobile No.			
f.	Fax No.			
g.	E-mail			
5	Forum of Business (Select appropriate option and provide the Registration Details along with attested copies of certificates)			
#	Forum of Business	Yes/ No	Registration Details (submit attested copies of certificates)	Validity Date
h.	Sole Proprietor? (Registration Number under Shops and Establishment Act.)			
i.	Hindu Undivided Family?			
j.	Partnership Firm?			
k.	Public Limited Company under The Companies Act?			
l.	Private Limited Company under The Companies Act?			
m.	State Govt. owned Undertaking/ Corporation / Enterprise?			
n.	Central Govt. owned Undertaking/ Corporation / Enterprise?			
o.	Co-operative Society?			
p.	Association of Persons?			

Sign, Stamp &
Notary

Bid for Supply, Installation, Testing, Commissioning and Integration of
Biometric Access Control System (BACS)
[SMC-ISD-BACS-01-2026]



B. Information of Authorized Signatory / Contact Person

Name		Recent Passport Size Photograph
Address		
Phone No.		Signature
Fax No.		
Mobile No.		
Email		Capacity/Designation
Web Address		

Name		Recent Passport Size Photograph
Address		
Phone No.		Signature
Fax No.		
Mobile No.		
Email		Capacity/Designation
Web Address		

Sign, Stamp &
Notary

Bid for Supply, Installation, Testing, Commissioning and Integration of
Biometric Access Control System (BACS)
[SMC-ISD-BACS-01-2026]



C. Authorization Letter from OEM

FORM – A

(To be submitted on OEM’s letterhead duly signed by its Authorized signatory)

Date:

To,

Deputy Commissioner
Surat Municipal Corporation,
Muglisara, Surat- 395 003

Sub : Authorization to a distributor/dealer/channel partner for Bid for Supply, Installation, Testing Commissioning and Integration of Biometric Access Control System. [SMC-ISD-BACS-01-2026].

Dear Sir/ Madam,

This is with reference to the *Notice Inviting Bid* for **Supply, Installation, Testing, Commissioning, and Integration of Biometric Access Control System [SMC-ISD-BACS-01-2026].**

We _____, (**name and address of the manufacturer**) who are established and reputed manufacturers of _____ having factories at _____ (**addresses of manufacturing / development locations**) do hereby authorize M/s _____ (**Name of the bidder**), who is our reliable <<**Specify Status like authorized distributor/ dealer/ channel partner / implementation partner / Systems Integrator / Service Provider**>> to bid, negotiate and conclude the contract with you against the above mentioned tender for below mentioned equipment manufactured / developed by us.

#	Product Name	Make & Model
1.	Biometric Master Terminal (Standard)	
2.	Networked Biometric Reader (Standard)	
3.	Biometric Master Terminal (Standard)	
4.	Networked Biometric Reader (Standard)	

We herewith certify that the above-mentioned equipment / products are neither end of sale nor end of the life nor end of support and we hereby undertake to support these equipments till the successful completion of Warranty/Contract Period for five years from date of delivery/supply/activation.

Sign, Stamp &
Notary

Bid for Supply, Installation, Testing, Commissioning and Integration of
Biometric Access Control System (BACS)
[SMC-ISD-BACS-01-2026]



Yours faithfully,

(Signature of the Authorized Signatory
from OEM)

Name

Designation

Seal.

Date:

Place:

Business Address:

(Signature of the Authorized Signatory
from Bidder)

Name

Designation

Seal.

Date:

Place:

Business Address:

Sign, Stamp &
Notary

Bid for Supply, Installation, Testing, Commissioning and Integration of
Biometric Access Control System (BACS)
[SMC-ISD-BACS-01-2026]



D. Bidder's Details

FORM – B

Performa of Compliance letter

(To be submitted on Bidder's letterhead duly signed by Authorized signatory)

To,

Deputy Commissioner
Surat Municipal Corporation,
Muglisara, Surat- 395 003

Date:

Sub: Compliance with the bid terms and conditions, specifications and Eligibility Criteria

Ref: Bid for Supply, Installation, Testing, Commissioning and Integration of Biometric Access Control System (BACS) [SMC-ISD-BACS-01-2026]

Dear Sir,

With reference to above referred bid, I, undersigned <<**Name of Signatory**>>, in the capacity of <<**Designation of Signatory**>>, is authorized to give the undertaking on behalf of <<**Name of the bidder**>>.

I/We the undersigned, hereby submit our proposal along with the necessary documents. The information/documents furnished along with the above application are true and authentic to the best of my/our knowledge and belief. I / we am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

I/We have thoroughly & carefully read, studied and understood the Bid documents and Addenda and Corrigenda (if any) including the technical specification, terms and conditions, instructions, etc. referred there in and the same are acceptable to our company.

We hereby confirm that all our quoted items meet or exceed the requirement and are absolutely compliant with specifications mentioned in the bid document, moreover the items bid are not end of life items.

We hereby confirm that all the components/parts/assembly/software which we shall supply on award of contract shall be original new components /parts/assembly/software from respective OEMs of the products and that no refurbished/duplicate/ second hand components/parts/ assembly / software shall be used.

We also explicitly understand that all quoted items meet technical specification of the bid & that such technical specification overrides the brochures/standard literature if the same contradicts or is absent in brochures.

I/We also state that our company is not blacklisted / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender.

Further, I/we agree to abide by all the terms and conditions as mentioned in the bid document without any condition(s). We have also noted that SMC reserves the right to consider/ reject any or all bids without assigning any reason thereof.

In case of breach of any tender terms and conditions or deviation from bid specification other than already specified as mentioned above, the decision of SMC for disqualification will be accepted by us.

Sign, Stamp &
Notary

Bid for Supply, Installation, Testing, Commissioning and Integration of
Biometric Access Control System (BACS)
[SMC-ISD-BACS-01-2026]



Thanking you,

For

<<Name of the bidder>>

<<Authorized Signatory>>

<<Stamp of the bidder>>

Sign, Stamp &
Notary

Bid for Supply, Installation, Testing, Commissioning and Integration of
Biometric Access Control System (BACS)
[SMC-ISD-BACS-01-2026]



E. Format for Power of Attorney for Signing of the Proposal

(On a Stamp Paper of appropriate value)

(Applicable in case of bid not being signed by the person directly authorized by Board of Firm. In the latter case, please provide a copy of the relevant Board Resolution signed by Company Secretary/ Director authorizing the Signatory.)

Dated:

Date:

To,

Deputy Commissioner
Surat Municipal Corporation,
Muglisara, Surat- 395 003

Ref: Bid for Supply, Installation, Testing, Commissioning and Integration of Biometric Access Control System [SMC-ISD-BACS-01-2026]

Dear Sir,

<Bidder's name> _____ hereby authorizes <Designated Representative's name> _____ to act as a representative of <Bidder's name> _____ for the following activities vide its Board Resolution/Power of Attorney attached herewith.

To attend all meetings with Surat Municipal Corporation and to discuss, negotiate, finalize and sign any bid or agreement and contract related to Bid for Supply, Installation, Configuration and Integration Networking Equipments [SMC-ISD-BACS-01-2026].

Yours faithfully,

<Signature of appropriate authority of the Bidder >

Name of appropriate authority of the Bidder:

<Signature and name of the Designated Representative of the Bidder for acceptance of this Power of Attorney>

For

<Name of Bidder > Encl: Board Authorization

Notarised

Sign, Stamp &
Notary

Bid for Supply, Installation, Testing, Commissioning and Integration of
Biometric Access Control System (BACS)
[SMC-ISD-BACS-01-2026]



F. Undertaking letter as per Ministry of Finance Memorandum No. : F.No.6/18/2019-PPD dated 23.07.2020 and Office Memorandum No. : F.18/37/2020-PPD dated 08.02.2021

FORM – C

On letterhead of Bidder

Sub: Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 published by Ministry of Finance, Dept. of Expenditure, Public Procurement division

Ref: 1. Tender No. SMC-ISD-BACS-01-2026.

I have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India. I certify that we as a bidder and quoted product from following OEMs are not from such a country or, if from such a country, these quoted products OEM has been registered with competent authority. I hereby certify that these quoted products & its OEM fulfils all requirements in this regard and is eligible to be considered for procurement for Tender No. SMC-ISD-BACS-01-2026.

Sr. No.	Item Category	Quoted Make & Model
1.	Biometric Master Terminal (Standard)	
2.	Networked Biometric Reader (Standard)	
3.	Biometric Master Terminal (Standard)	
4.	Networked Biometric Reader (Standard)	

In case I'm supplying material from a country which shares a land border with India, I will provide evidence for valid registration by the competent authority, otherwise SMC reserves the right to take legal action on us.

(Signature)
Authorized Signatory of **M/s <<Name of Company>>**

Sign, Stamp &
Notary

Bid for Supply, Installation, Testing, Commissioning and Integration of
Biometric Access Control System (BACS)
[SMC-ISD-BACS-01-2026]



FORM – D

On letterhead of OEM

Sub: Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 published by Ministry of Finance, Dept. of Expenditure, Public Procurement division

Ref: 1. Tender No. SMC-ISD-BACS-01-2026

Dear Sir,

I have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India. I certify that our quoted product and our company are not from such a country, or if from such a country, our quoted product and our company have been registered with competent authority. I hereby certify that these quoted products and our company fulfill all requirements in this regard and is eligible to be considered for procurement for Tender No. SMC-ISD-BACS-01-2026.

Sr. No.	Item Category	Quoted Make & Model
1.	Multi Door Controller/Panel (The Bridge)	
2.	Retrofit Biometric Reader	
3.	Biometric Master Terminal (Standard)	
4.	Networked Biometric Reader (Standard)	

In case I'm supplying material from a country which shares a land border with India, I will provide evidence for valid registration by the competent authority; otherwise, SMC reserves the right to take legal action on us.

(Signature)

Authorized Signatory of **M/s <<Name of Company>>**

Sign, Stamp &
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Bid for Supply, Installation, Testing, Commissioning and Integration of
Biometric Access Control System (BACS)
[SMC-ISD-BACS-01-2026]



G. Affidavit

AFFIDAVIT

(To be submitted on non-judicial stamp paper of Rs. 300 and duly notarized in Hard Copy)

Name of Work: _____

- I, the undersigned, do hereby certify that all the statements made in the required attachments are true and correct. I also understand that in case of wrongful / false information, corporation is entitled to take any civil & criminal punitive action against me / us.
- The undersigned also hereby certifies that neither our firm M/s _____ nor any of its constituent partners have abandoned any work in India nor any contract awarded to us has been rescinded during last five years, prior to the date of this bid. s
- The undersigned hereby authorize(s) and request(s) any bank, person, authorities, government or public limited institutions, firm or corporation to furnish pertinent information deemed necessary and requested by the SMC to verify our statements or our competence and general reputations, etc.
- The undersigned understands and agrees that further qualifying information may be requested and agrees to furnish any such information at the request of the SMC.
- The SMC and its authorized representatives are hereby authorized to conduct any inquires or investigations to verify the statements, documents, and information submitted in connection with this bid and to seek clarification from our bankers and clients regarding any individual or authorized representative to any institution referred to in the supporting information, to provide such information deemed necessary and requested by representative of Surat Municipal Corporation to verify statements and information provided in the Tender or with regard to the resources, experience and competence of the Applicant. ss

Signed by the Authorize signatory of the firm

Title of the office

Name of the firm

Date:



Surat Municipal Corporation (SMC)

**Bid for
Supply, Installation, Testing, Commissioning and Integration
Of Biometric Access Control System (BACS)
[SMC-ISD-BACS-01-2026]**

**Online Bid Start Date
March 11, 2026**

**Online Bid End Date
(Last Date of Online Submission of Bids)
April 04, 2026**

**Last Date of Physical Submission of Bid Fee, EMD &
Affidavit
in Hard Copy
April 13, 2026**

**Information Systems Department (ISD)
Surat Municipal Corporation
Muglisara, Surat-395003**

Price Bid



10. PRICE BID

[Note: **Must be submitted online, not to be sent physically**]

#	Description	Make, Model	Qty.	Unit	Unit Rate exclusive of taxes	GST (%)	Amount inclusive of all/GST (In words & numbers)
A	B	C	D	E	F	G	H=D*(F + (F*(G/100))
1	Multi Door Controller/Panel (The Bridge)		18	Nos.			
2	Retrofit Biometric Reader		20	Nos.			
3	Biometric Master Terminal (Standard)		16	Nos.			
4	Networked Biometric Reader (Standard)		5	Nos.			
5	Integration & Management Software (The Platform)		1	Nos.			
6	Electromagnetic (EM) Lock - Single Leaf		14	Nos.			
7	Electromagnetic (EM) Lock - Double Leaf		7	Nos.			
8	Mounting Brackets (L Type)		27	Nos.			
9	Mounting Brackets (U Type)		4	Nos.			
10	Duct Plate / Mounting Header		42	Nos.			
11	Push-to-Exit Switch (Exit Button)		14	Nos.			
12	Back Box for Exit Switch		11	Nos.			
13	Access Control Power Supply (12V DC with Battery Backup)		12	Nos.			

Sign, Stamp & Notary

Bid for Supply, Installation, Testing and Commissioning of Biometric Access Control System
[DC-ISD-Network-01-2026]



Surat Municipal Corporation

#	Description	Make, Model	Qty.	Unit	Unit Rate exclusive of taxes	GST (%)	Amount inclusive of all/GST (In words & numbers)
A	B	C	D	E	F	G	H=D*(F + (F*(G/100))
14	Unmanaged PoE Switch (4-Port)		6	Nos.			
15	Centralized Emergency Fire-Override Module		1	Nos.			
16	Mounting Provision on Glass from Ceiling		5	Nos.			
17	All-Weather Biometric Protective Enclosure		6	Nos.			
18	Secure Proximity Smart Card		3500	Nos.			
19	Category-6 cable		700	Mtr.			
20	Heavy-duty PVC Flexible Conduit		600	Mtr.			
21	PG-9 Waterproof Cable Glands		100	Nos.			
Grand Total							
Note: Bidders have to fill "0" in "Unit Rate exclusive of all taxes" and "GST" column in case bidders do not want to quote particular item/items.							

Note:

1. The rates (Quoted in Unit Rate Column) should be exclusive of all taxes. The applicable GST should be quoted separately in GST column in Price Bid.
2. The taxes at prevailing rate will be considered for payment purpose.

Sign, Stamp & Notary

Bid for Supply, Installation, Testing and Commissioning of Biometric Access Control System
[DC-ISD-Network-01-2026]