Surat Municipal Corporation (SMC)

Bid for Supply and Installation of Biometric Attendance Device
[DC-ISD-BIO-03-2026]

Online Bid Start Date
November 18, 2026

Online Bid End Date
(Last Date of Online Submission of Bids)
November 30, 2026

Last Date of Physical Submission of Bid Fee & EMD in Hard Copy
On or before December 07,2026

Information Systems Department (ISD)
"Shri Tapi Bhawan - Surat Mahanagar Seva Sadan"
Shri Tapipura, Surat-395003

INDEX

Contents

1. Notice Inviting Bid 3
2. Key Events & Dates 4
3. Eligibility Criteria 5
4. Instructions for the Bidder 6
5. Indicative list of Documents to be submitted 12
6. General Terms and Conditions 14
7. TECHNICAL SPECIFICATIONS 23
8. ANNEXURES TO TECHNICAL BID 28

PRICE BID 40

Note: 40

1. Notice Inviting Bid

Shri Tapi Bhawan - Surat Mahanagar Seva Sadan
Shri Tapipura, Surat – 395003, Gujarat.
www.suratmunicipal.gov.in
Notice Inviting Bid for
Supply and Installation of Biometric Attendance Device
[DC-ISD-BIO-03-2026]

Inviting Bid for Supply and Installation of Biometric Attendance Device [DC-ISD-BIO-03-2026] 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.

Bid Fee (Non-refundable)	• Rs. 2832/- (Rs. 2400+ 18% GST) by DD or Banker's Cheque only
EMD	• EMD of Rs. 70,000/- (by DD or Banker's Cheque only)
Online Bid Start Date	• 18/11/2026
Online Bid End Date (Last Date of Online Submission of Bids with all necessary documents as per tender document requirement in soft copy)	• 30/11/2026 up to 18:00 hrs.
Online Pre-bid Conference to Bidders	• Bidders shall have to post queries by email to isd.software@suratmunicipal.gov.in on or before 21/11/2026, 16:00 hrs.
Submission (in Hard Copy) of Bid Fee and EMD.	• In sealed envelope strictly by RPAD/Postal Speed Post on or before 07/12/2026 up to 18:00 hrs. to the Chief Accounts, Shri Tapi Bhawan - Surat Mahanagar Seva Sadan, Shri Tapipura, Surat – 395003, Gujarat.

- 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.

The right to accept/reject any or all bid(s) received is reserved without assigning any reason thereof.

(Sd/-)
Deputy Commissioner
Surat Municipal Corporation

2. Key Events & Dates

Event	Target Date
Notice Inviting Tender	DC-ISD-BIO-03-2026
Bid Fee	Bid Fee of Rs. 2832/- (Rs. 2400+ 18% GST) by Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at Surat in favour of Surat Municipal Corporation.
EMD	EMD of Rs. 70,000/- (Seventy Thousand Only) by Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at Surat in favour of Surat Municipal Corporation.
Online Bid Start Date	18/11/2026
Online Pre-bid Conference to Bidders	Bidders shall have to post queries by email to isd.software@suratmunicipal.gov.in on or before 21/11/2026, 16:00 hrs.
Last date for Online Submission of Bids along with the documents	On or before 30/11/2026 up to 18:00 hrs.
Submission (in Hard Copy) of Bid Fee and EMD	In sealed envelope strictly by RPAD/Postal Speed Post on or before 07/12/2026 up to 18:00 hrs. To the Chief Accounts, Shri Tapi Bhawan - Surat Mahanagar Seva Sadan, Shri Tapipura, Surat – 395003, Gujarat.
Opening of Technical Bids	To be decided and communicated later
Opening of Price Bids	To be decided and communicated later

3. Eligibility Criteria

The bidder must possess the requisite experience, strength and capabilities in providing the services 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:

3.1 The bidder should be a company registered under the Companies Act, 1956 or registered under the Companies Act, 2013 or registered LLP as per the LLP Act 2008 or a registered Partnership Firms or Proprietorship Firm and should be in operation for at least 5 years from the date of publication of RFP and should have their registered offices in India.

3.2 The bidder must have completed at least 3 years of experience/operation in the field of supply and installation of Biometric Attendance Device.

3.3 The bidder must have executed supply and installation of Biometric Attendance Device assignments in last 5 years as on bid start date with Qty of order as below:

Single work order/contract for Supply of 80 nos. of Biometric Attendance Device

Or

Two work order/contracts for Supply of 50 nos. of Biometric Attendance Device

Or

Three work order/contracts for Supply of 40 nos. of Biometric Attendance Device

3.4 Bidder should have a minimum average annual turnover of Rs. 25 Lacs (Rs. Twenty-Five Lacs) for last three financial years i.e., FY 2023-24, FY 2024-25, FY 2025-26

3.5 Bidder must be manufacturer or authorised distributor/ dealer/ channel partner/ service partner for national/international brands of Biometric Attendance Device.

3.6 The agency should not be black-listed / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender

3.7 The bidder should furnish Bid Fee and an Earnest Money Deposit (EMD).

3.8 Solvency Certificate amounting 20% of the consideration of the Contract from a scheduled/nationalised bank as per Clause 6.10.

4. Instructions for the Bidder

4.1 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 DC-ISD-BIO-03-2026

4.2 Addenda & Corrigenda

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

4.3 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 and 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 than70 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.

4.4 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 **21/11/2026 up to 16:00 hrs.**

Email Id for submission of queries: **isd.software@suratmunicipal.gov.in**

The queries must be submitted in the following format:

Bidder's Request for Clarification			
Name & Address of the Organization Submitting request		**Name & 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**
1			
2			

4.5 Bid Fee & Earnest Money Deposit (EMD)

- The bidder should pay non-refundable **Rs. 2832/- (Rs. 2400+ 18% GST)** and **EMD of Rs. 70,000/- (Seventy thousand Only)** by separate Demand Draft or Banker's Cheque of any scheduled/nationalised bank payable at Surat in favour of Surat Municipal Corporation.
- Failure to submit Bid Fee and EMD as required shall lead to the bid being rejected summarily.

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

4.7 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.

4.8 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 https://smctender.nprocure.com during e-tendering process.

1. Scan copy of Tender (Bid) Fee (in support of Eligibility Criteria No. 3.6)
2. Scan copy of EMD (in support of Eligibility Criteria No. 3.6)
3. Scan copy of Solvency certificate (in support of Eligibility Criteria 3.7)
4. Scan copy of Certificate of Incorporation/Registration (in support of Eligibility Criteria No. 3.1)
5. Scan copy of work order / Completion certificate/ Contract / performance certificate clearly indicating years in operation (in support of Eligibility Criteria No. 3.2)
6. Scan copy of work order / Completion certificate / Contract/ performance certificate clearly indicating Qty supply and installation of Biometric Device (in support of Eligibility Criteria No. 3.3)
7. Scan copy of Audited Balance sheet of Last 3 Financial Years / certificate of auditor (in support of Eligibility Criteria No. 3.4)
8. Scan copy of duly signed and stamped Technical Specification Sheet on OEM's letter head. (In support of Section-8)
9. Scan copy of duly signed and stamped Technical Specification on Bidder's letter head. (In support of Section-7)
10. Scan copy of Authorization Letter as per Clause-4.27 (mandatory in case tender signatory is other than Owner/Partner/MD/Director/Company Secretary)
11. Scanned copy of Bid Format given in Section – 8, Annexure to Technical Bid
    - **Annexure-A:** Bidder's Details (signed and stamped page no. 28, 29)
    - **Annexure-B:** Information of Authorized Signatory/Contact person (signed and stamped page no. 30)
    - **Annexure-C:** Authorization Letter from OEM (on OEM's letter head, page no. 32 and 33) (in support of Eligibility Criteria No.3.4)

- **Annexure-D:** Self-Declaration (on Bidder's letterhead, page no. 34 and 35) (in support of Eligibility Criteria No.3.5)
- **Annexure-E:** Affidavit (on non-judicial stamp paper of Rs. 300 and duly notarized in Hard Copy, page no. 36)
- **Annexure-F:** 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 as per Form – D (To be submitted on Bidder's letter head, page no. 37)
- **Annexure-F:** 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 as per Form – E (To be submitted on OEM's letter head, page no. 38)

12. Scan copy of PAN card.
13. Scan copy of GST Registration Certificate.
14. Scan copy of duly signed addendum and Corrigendum, if any.
15. Scan copy of any other document not mentioned above but required to be attached as per the tender requirement.

4.9 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-4.12 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 Upto Rs. 10 Crore	Rs. 20,000/-
3.	More than Rs. 10 Crore and Upto Rs. 50 Crore	Rs. 30,000/-
4.	More than Rs. 50 Crore and Upto 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.

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

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

4.12 Sealing, marking and submission of the Bid Fee and EMD:

Following documents shall only be submitted in Hard Copy to Surat Municipal Corporation by the bidder:

- Bid Fee
- Earnest Money Deposit (EMD)

The "Bid Fee and EMD" shall be put in an envelope containing Bid Fee and Earnest Money Deposit (EMD) and shall be super scribed as **"Bid Fee & EMD"**

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

Details to be mentioned exactly on sealed envelop	
TENDER DETAILS • Notice No.: [DC-ISD-BIO-03-2026] • Bid Fee & EMD for Bid for Supply, and Installation of Biometric Device • Last Date for Physical Submission: 07/12/2026 up to 18:00 hrs.	To, **The Chief Accountant,** **Surat Municipal Corporation**, "Shri Tapi Bhawan Mahanagar Seva Sadan", Gordhandas Chokhawala Marg, Shri Tapipura, Surat - 395 003, Gujarat, INDIA.

The envelope containing EMD and Bid Fee must be sent **strictly by Postal Speed Post or Registered Post AD** only so as to reach on or before **07/12/2026 up to 18:00 hrs. 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.**

PRICE BID & TECHNICAL 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.

4.13 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.

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

4.15 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.

4.16 **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.

4.17 **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.

4.18 **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.

4.19 **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.

4.20 **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.

4.21 **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.

4.22 **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.

4.23 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.

4.24 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.

4.25 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.

4.26 The participation in the online tendering process implies that the bidder have 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.

4.27 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.

4.28 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.

4.29 Disqualifications: A bid shall be disqualified and will not be considered if: -

a) Each of the envelopes 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 along with Bid fee and EMD 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 per Clause.
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.

(Sd-/)
Deputy Commissioner
Surat Municipal Corporation

5. Indicative list of Documents to be submitted

Following documents shall be submitted in soft copy online on https://smctender.nprocure.com by the bidder so as to ascertain the claims made:

- All necessary documents mentioned in the **Annexure to Technical BID (Section 8)**
- Bid Fee and Earnest Money Deposit as mentioned in tender
- Duly Signed Addenda Corrigendum (if any).

Technical Bid & Price Bid is not to be submitted in Physical Form and must be filled online.

Following is the indicative list of documents that are to be submitted:

Sr. No.	Description	Compliance
1.	The bidder should be a company registered under the Companies Act, 1956 or registered under the Companies Act, 2013 or registered LLP as per the LLP Act 2008 or a registered Partnership Firms or Proprietorship Firm and should be in operation for at least 5 years from the date of publication of RFP and should have their registered offices in India.	Certificate of incorporation/Registration and relevant certificate for change of name (if required) must be attached.
2.	The bidder must have completed at least 5 years of experience/operation in the field of supply and installation of Biometric Attendance Device.	Copy of work order / Completion certificate/ Contract / performance certificate issued by client specifying clearly Bidders Name, details of Work, Time Period with Date of issue of respective document.
3.	The bidder must have executed supply, and installation of Biometric Attendance Device in last 3 years as on bid start date with nos. of Qty of order as below: Single work order/contract of 80 nos. of Biometric Attendance Device Or Two work order/contracts of 50 nos. of Biometric Attendance Device Or Three work order/contracts of 40 nos. of Biometric Attendance Device	Copy of work order / Completion certificate/ Contract / performance certificate issued by client specifying clearly Bidder's Name, details of Work, Time Period with Date of issue of respective document.
4.	Compliance with technical specification as mentioned in Section – 7	Duly filled Section – 7 [Technical Specification] must be submitted on Bidder's letter head. The same must be duly signed and stamped by authorized person.

5.	Bidder must be manufacturer/OEM or authorised distributor/ dealer/ channel partner/ service partner for national/international brands of Biometric Device	Submit Latest appropriate appointment letter from the respective principals of their selection by them as an authorised distributor/ dealer/ channel partner/ service partner.
6.	The bidder should not be black-listed / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender	Forwarding letter cum Self Declaration by bidder as per Part -E, Section – 8
7.	Bidder should have a minimum average annual turnover of Rs. 25 Lakh (Rs. Twenty-Five Lacs) for last three financial years i.e., FY 2023-24, FY 2024-25, FY 2025-26	Audited Balance sheet of Last 3 Financial Years / certificate of auditor
8.	EMD & Bid Fee	As per Clause 4.5
9.	Solvency Certificate amounting 20% of the consideration of the Contract from a scheduled/nationalised bank.	Solvency Certificate as per Clause 6.10
10.	Information of Authorized Signatory / Contact Person.	Self-Declaration in this regard by the authorized signatory of the bidder as per Part - E, Section – 8
11.	Goods & Service Tax Registration Nos.	Copy of the Goods & Service Tax (GST) Registration Certificate duly notarized
* Note: Additional documents other than above if any, required for supporting the claims made by the bidder should be attached.		

6. General Terms and Conditions

6.1. The offer should be valid for acceptance for a minimum period of 180 days from the date of opening of the Bids. If desired by SMC, it will have to be extended for a further period also.

6.2. The Municipal Commissioner, SMC reserves the right to reject, accept any/all Bid(s) without assigning any reason thereof.

6.3. 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.

6.4. The bidder is required to supply, install, configure and maintain the Biometric Attendance Device with Face, Finger and Card Recognition as per the specifications/ features mentioned in the tender with 5 years comprehensive OEM onsite warranty.

6.5. Selected agency will carry out necessary installation and mounting of the attendance device in a tamper proof manner so as to avoid accidental or intentional damage to it. Necessary care must be taken to mount the device at a height which is suitable for marking of the attendance to all.

6.6. Price Offer

Bidder has to considering below points for providing Price Offer/Price Bid:

Prices to be quoted in Indian Rupees and should be inclusive of all Central/State applicable taxes, levies, Transportation, handling charges F.O.R. SMC premises packing, forwarding, transit losses, insurance, loading and unloading and all other breakage, leakage, losses shall be borne by the bidder.

1. Cost of necessary power cables, signal cables, connectors, controllers and necessary device drivers.
2. Delivery at installation site in SMC's main office or at any other office to be decided by the SMC, within Municipal limit.
3. Transit Insurance, Freight and loading, unloading charges up to SMC's site.
4. Configuration, setup of Device. The required power supply will be provided by SMC.
5. SMC will provide the required power supply and network connectivity at the designated installation locations. Any installation-related cabling/accessories falling within the bidder's scope as specified in the tender shall be provided by the bidder.

A. Hardware Warranty

5 Years OEM Comprehensive onsite warranty for complete hardware along with all parts/components/cable, firmware/software upgrades, all signature & service component updates.

B. Configuration & Support

- Local onsite support through qualified engineer and Technical Support from bidder.
- Availability of Telephone & Email support.
- Secured online & remote support on requirement of SMC should be made available.

Notes

a) Surat Municipal Corporation does not hold "C" or "D" certificate under the Sales Tax laws.

b) Surat Municipal Corporation is a "Local Self-Government" and the procurement of products, materials, goods, articles is going to be solely used, utilized for public amenities and purposes and also for relief to the poor through its various departments including public hospitals, health centers, dispensaries, maternity homes, pathological laboratory, filaria/malaria, chemical and bacteriological laboratories, Medical college and secondary and primary education schools. Hence, benefit of exemption, concession etc., if any, in Central/State taxes, levies etc. shall be passed on to the SMC.

6.7. Security Deposit

The successful bidder 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/nationalised bank within 10 days from the date of notice of award of contact, 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.

6.8. No interest shall be paid on Earnest Money Deposit (EMD) and/ or Security Deposit (SD) placed.

6.9. Agreement, Surety and Undertaking

The Awardee i.e., the selected agency will have to enter into an Agreement and submit an Undertaking and surety with SMC for Supply and Installation of Biometric Attendance Device on a Rs.300/- stamp paper (or of appropriate amount) of Government of Gujarat at the agency's own cost within 10 (ten) days period from the date of Notice of Award. No claims for payments will be entertained without completion of this process.

6.10. Solvency Certificate

Along with bid documents, the bidder should submit Solvency Certificate amounting 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.

6.11. The contract shall be governed by the Laws in India and shall be subject to the jurisdiction of Surat.

6.12. The SMC shall not, in any way, be liable to make any payment, incur any expenditure or face any law suit in any Court of Law for any injury or death suffered by the bidder's maintenance staff during the course of Installation/maintenance/ repair activity under the warranty period.

6.13. 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.

6.14. 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 be permitted.

6.15. Corrections, erasures made in the bid format(s) and other paper(s) including pasted slip(s) if any, should be invariably initialed.

6.16. Any offer/bid not meeting the terms and conditions mentioned here in above will be liable for rejection without assigning any reason thereof.

6.17. In case of continued failure or short-falls from the established standard, the contract shall be terminated and no payments will be made nor will any damages be paid to the agency besides forfeiting Security Deposit.

6.18. 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 the service 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.

6.19. The external case to be fitted on the device and the electric supply should be designed and fitted in such a manner that it protects the device from any damages during routine usage and make the entire system vandal proof.

6.20. The overall fitting should withstand rough use.

6.21. Successful Bidder has to provide API and SDK with documentation of the Biometric Attendance system or of any other system which would require for setting up of system as per the tender.

6.22. Bidder has to submit a Certificate from OEM of all the quoted items for Participation in the Tender clearly stating the availability of Spare parts of Quoted items for the period of 5 Years i.e. (5 Year Warranty)

6.23. The entire system should be designed in such a way that no data should be lost under any condition. The successful bidder should coordinate with officials of Surat Municipal Corporation for installation of the device.

6.24. All tools and instruments required for installation should be brought by the successful bidder.

6.25. All safety and security norms should be adhered by the successful bidder.

6.26. The biometric device should be locked in normal mode so as to prevent any unintentional/intentional shutdown/changes in the device at each site. The device should not be unlocked without password so that only the authorized user can access the individual device's configuration and other menus.

6.27. Every machine along with its peripherals shall be provided with metal cover with lock and key facility or vandal proof enclosure for the safety of the machines and peripherals.

6.28. The Bidder has to arrange transportation on their own for man & material during supply, installation & implementation, warranty period. No transportation will be provided by Surat Municipal Corporation. The installation and maintenance activity will be spread across different offices of Surat Municipal Corporation.

6.29. Any minor/major upgrades of software during warranty period shall be provided free to cost and the same shall be installed and configured by the successful bidder during the contract period.

6.30. Delivery schedule:

The successful agency shall supply, install, configure and Integrate/Activate the goods/subscriptions/licenses as detailed in this bid document within **90 calendar days** from the date of the Work/Purchase order. A penalty of 0.2% of the consideration of contract for a particular item will be charged for delayed supply, install, configure and integrate/Activate the goods/subscriptions for delay of each day thereafter.

6.31. The liability as to any damages and/or loss otherwise to any movable or immovable properties, assets during loading, unloading 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.

6.32. The bidder **biding for Biometric Device** is required to Supply Biometric Device with 5-year warranty.

- The bidder shall provide necessary support during the warranty period and ensure maximum uptime.
- The bidder shall be required to carry out corrective maintenance of Biometric Device including replacement of defective parts during warranty period.
- The bidder shall be required to repair the faulty component/equipment at the earliest or within the problem resolution time. However, if any component/equipment gives continuous trouble, the bidder shall replace the same with the new compatible component/equipment of the same or higher configuration without any additional cost to the purchaser.
- In case if breakdown/ maintenance work is required to be carried out during non-working days/ hours, the bidder shall attend the task(s) during this period at no extra payment.
- The bidder will be required to collect non-working device from Field and provide them with functional and configured working device during the subsequent warranty period.

6.33. This work shall cover proactive, preventive, breakdown maintenance of Biometric Attendance Device situated at different premises of Surat Municipal Corporation (SMC) within the city limit. The Bidder shall provide comprehensive maintenance covering all components of biometric system consisting biometric device, vandal proof encasing, peripherals/accessories if any, its services, software supports etc. and will carry out all the activities required to keep them up and running in good working condition. It must cover all parts of the equipment in maintenance comprehensively.

6.34. Response Time: The problems pertaining to device fault must be attended immediately by the resident engineer on reporting. However, if not attended immediately in rare cases, the same must be attended within 45 minutes after reporting of the complaint. Failure to respond beyond the stipulated time penalty clause will apply.

6.35. Resolution Time:

Hardware:

Problem resolution time for the complaint due to hardware malfunctioning including wiring issues will be 6 working hours. For the down time, beyond this duration downtime penalty clause will apply. If the hardware is not made up within 6 working hours, the same should be temporarily replaced by the hardware of the identical or higher configurations till the said unit becomes operational after repair. If the faulty hardware is not set right within 7 days the same

should be replaced permanently by the bidder with that of the identical or higher configurations, failing which SMC will have the option to get the system repaired or replaced from anywhere at the cost of the bidder.

Penalty:

6.36. Delay Penalty: A penalty of 0.2% of the consideration of contract for a particular item will be charged for delayed supply and installation for delay of each day thereafter.

6.37. Down time penalty:

If problem(s) is/are not resolved within resolution time frame and a standby or replacement is not provided, a penalty at a rate of 0.10% of the purchase cost of equipment under consideration will be imposed on the bidder for delay of each day and will be directly deducted from the payable amount charges.

6.38. Penalty for Repeated Problems: If any equipment or service issue during the contract period is found to be under repeated failures of same nature due to poor configuration or servicing or replacement of inferior parts or when troubleshooting is found to have been performed in piecemeal by the bidder the same will be considered as an inefficient attendance, such instances will also be subject to levy of penalties but at double the penalty rate mentioned above.

6.39. In case, the bidder fails to resolve the problem within 24 (twenty-four) working hours of the lodgement of the complaint, the SMC will be free to have the repairs done from an external bidder and the cost will be recovered from the amount payable to the bidder.

6.40. The total penalty could be up to 10% of the Consideration of Contract and the decision of head of the Information Systems Department, SMC shall be treated as final in such cases.

6.41. Delivery schedule:

SMC need 100% delivery of product at same time means partial delivery not needed.

6.42. Terms of Payment:

SMC will not make any advance payment. Payment will be made once the ordered products are delivered and installed.

- 90% on Completion of Supply & Installation/activation activity
- 2% will be releases after completion of each year of warranty.

Security Deposit will be released only after the successful completion of the **Contract.**

6.43. It should 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.

6.44. 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.

6.45. OEM / Implementation Partner Participation Criteria

Bidder must be manufacturer or authorised distributor/ dealer/ channel partner/ service partner for national/international brands Biometric Attendance Device.

i. If the bidder is not the OEM, he will be required to submit **"Authorization Letter from OEM" (as per Form 'A')** in soft copy online on https://smctender.nprocure.com on the OEM's Letter Head. An authorized signatory of the O.E.M. should sign this undertaking.

ii. Hardware provided must be latest released product from OEM and it must not be under the list end of sale, end of support from OEM till **5 years** from date of commissioning of services and in any case if subscription/support is not available/provided from OEM after few years but before the end of contract period than bidder is required to provide equivalent or higher model released by OEM with all features/subscriptions mentioned till the contract period.

iii. Bidders are required to specify only one specific make and model of each item and provide the details in the technical bid. Providing more than one option shall not be allowed.

iv. As part of Technical Compliance/validation of the features/specifications, if required, SMC may ask bidder for Demonstrations/Proof of concept (PoC) of the product quoted/proposed with full/All features enabled and as per configuration requirement of SMC. In case bidder fails to provide successful Demonstrations/Proof of concept (PoC) of the product as per requirement of SMC, product proposed/quoted will not be considered for further process of tender.

6.46. The bidder has to submit the "**Self-Declaration"** as per the Performa of Compliance Letter (**as per Form 'B'**) in soft copy online on https://smctender.nprocure.com on its letter head duly signed by the authorized signatory.

6.47. SMC may buy/order full/partial quantity from one/more bidder(s) and may split/ defer/ stagger the order(s)/ deliveries. The quantities shown in the tender are approximate and no claim shall be entertained for variation of quantities being less or more than those mentioned in the bid. The variations in the quantities shall not vitiate the contract. The selected bidder shall be bound to supply additional quantity up to 30% (thirty percent) of tender amount/quantity at the approved rate, in accordance to any instruction, which may be given to him in writing by SMC. The rates quoted by the bidder will be applicable on full / partial /additional quantity also.

6.48. 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.

6.49. In case the quoted Item is not available in the market, the bidder will have to supply Higher 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 support for 5 years).

6.50. 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.

6.51. Only the products meeting of exceeding the technical specifications as specified in the RFP will be considered. The technical specification of such products shall be furnished.

6.52. 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.

6.53. Existing Installed/ Utilised Device at various offices of SMC:

SMC currently has 525 nos. of Finger Tec Face ID biometric attendance devices. The 100 devices proposed in this tender do not require integration with the existing Finger Tec Biometric Attendance Device. The bidder may offer any OEM/model that complies with the Minimum Technical Specifications specified in the tender.

6.54. 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.

6.55. 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

6.56. All goods to be supplied shall be of specified or higher speed/technology/version. The SMC or its representative shall have the right (if it so desires) to test the goods to ascertain their conformity to the specifications. The SMC shall notify to the agency for this purpose & nature.

6.57. Termination / Withdrawal: SMC reserves the right to withdraw/ terminate the agency of applicant in any of following circumstances:

- Agency becomes insolvent, bankrupt, resolution is passed for the winding up of the applicant organization
- Information provided to SMC is found to be incorrect;
- Delivery conditions are not met within the specified time period;
- Misleading claims about the agency are made;
- Clear evidence is received that agency has breached copyright laws/ plagiarized from another source.

6.58. Training:

The selected bidder shall be required to impart instructor led training by trained and qualified instructor to the personnel nominated by SMC.

The training will comprise of technical training covering areas related to configuration, management, trouble shooting, etc. and operational training.

The selected bidder shall be responsible for finalizing a detailed training plan in consultation with SMC.

If required, the selected bidder shall arrange and provide refresher training.

The selected bidder shall be responsible to provide user manual & Training manuals including Systems Administration Manuals, Installation Manuals, Operational Manuals and Maintenance Manuals.

6.59. 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.

6.60. 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 24AAALS0678Q1ZE.

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:**
Company stamp:	**Name:**

7. TECHNICAL SPECIFICATIONS

- 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 respective column.
- 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 sufficient then a separate paper as per the format below can be annexed to the bid. The same must be duly signed and stamped by authorized person of respective entity.
- The Technical Specification Sheet must be submitted on **Bidder's letter head**. The same must be duly signed and stamped by authorized person of respective entity.

TECHNICAL (MINIMUM) SPECIFICATIONS

#	Feature	Descriptions	Compliance (Yes/ No)	Deviation from Specification / Remarks if Any
A	B	C	D	E
I. Biometric Attendance Device – (minimum technical specification) [Specify the Make _____& Model of the product proposed] _____				
1.	Authentication Method	- Biometric authentication based on Face recognition - Biometric authentication based on Finger print recognition - Card		
2.	Attendance Marking	- Using Face + Card for verification of face with tapping of card for attendance marking in 1:1 mode - Using Finger for verification of finger print for attendance marking in 1: n mode		
3.	Processor	- 1GHz Processor or better for fast processing.		
4.	Display	- Screen Size – 3.5" Touch Screen Colour Display		
5.	Memory	- Memory to store up to 1,000 Face and 10,000 Fingerprints on terminal itself - Device Memory: RAM – 1 GB		

		- Memory to store minimum 1,00,000 transaction logs along with min 4,000 picture logs		
6.	Communication	- Built-in wired Ethernet connectivity - Protocol support DHCP/SSL/IPv4 - Connectivity using direct SIM card / USB Dongle preferred - Built-in Wireless connectivity with Wi-Fi preferred - Device must be capable to communicate with the central server (with fixed IP) through intranet/internet without fixed IP		
7.	Camera	- Built-in 1.3 MP camera with IR sensor - It should read a face in 0 lux conditions means extreme dark environments and even with considerable background light of 20,000 lux.		
8.	Fingerprint Scanner	- 500 dpi optical sensor - Minimum sensor area 13 mm X 15 mm		
9.	Keypad	Touch screen based		
10.	RF Card Reader	- High Frequency Contactless Smart Card Reader - Read Range: Up to 10 cm. - Capability to read MIFARE RFID Card - The protocol of data from the reader shall be an open format and non-proprietary.		
11.	Authentication mode & speed	System should be able to perform in 1:1 and 1: n authentication modes. - For 1:1 mode: < 1 second - For 1: n mode: < 4 second		
12.	FRR / FAR for Face & Finger Recognition	FRR – 0.1% or better / FAR – 0.001% or better		
13.	Operating Temperature	Temp 0 degree to 45 degrees		
14.	Indicator	- Indication through Sound and Display - Sound (24 bit). Sound should be audible to the users even after placement of the protective enclosure. - Provision to provide a unique tone for various status conditions such as successful attendance marking / failure to mark attendance, etc. - Appropriate visible display message should be shown based on the event type. - The display and sound should be synchronised.		

		In case of failure to read the face, the system should show appropriate message and prompt to mark attendance through finger.		
15.	Support for backup	- Support for data export/import/backup on external media using USB or MicroSD/SD/etc. card		
16.	Certificates	- CE / FCC / ROHS Certifications		
17.	Security	- Ability to detect live face and live fingerprint - Device must ensure that the person marking the presence is actually present. - Attendance should not be marked using image / video - Attendance should not be marked using fake fingerprints made of Rubber, Silicon, Gel, etc.		
18.	Software/firmware updates	- All software/firmware updates to be provided free of cost during the contract period. - There should be provision to update the software/firmware from the central console.		
19.	Other features	The download punch information of employees from the readers should be transferred to the central server in real-time.		
20.	Other features	To capture picture of authorized or unauthorized users & transfer the same to server on real time basis w/o any delay unless network is down. The device should have full functionality in off-line mode. It should be able to send all events once connectivity is re-established (employees must be able to punch in/out for shift, break, entry, exit, etc. while device is offline).		
21.	Other features	The devise must have built-in real-time clock and the same should be in sync with the server time.		
22.	Other features	The reader should be rugged and should be capable to operate in diverse office/working environment. It should be capable to work 24*7; it should be built within a tamper proof rugged body to make it more secure and rodent proof; device must be strong enough to sustain shock/drops from table heights etc.		
23.	Power Supply	The device shall come with India style power plug and should work in standard power supply condition (230 V single phase power supply).		

II. Biometric Attendance Device Enclosure (minimum technical specification)				
1.	Device Enclosure	The reader to be mounted on walls with proper enclosures/ stands for ease of operation and accessibility. - Body of Enclosure should be Metal & tamper proof - It should have sufficient space to accommodate Biometric Device and Power Supply Adaptor - Air Ventilation should be sufficient to avoid heating. - It should have lock and key provision for safety. - Provision for Wall Mounting - It should be powder coated. - Should have sufficient thickness to protect the device.		

Place: Signature of Authorized Person:

Date: Designation:

Company stamp: Name:

Surat Municipal Corporation (SMC)

Annexure to Technical BID

Supply and Installation of Biometric Attendance Device
[DC-ISD-BIO-03-2026]

Online Bid Start Date
November 18, 2026

Online Bid End Date
(Last Date of Online Submission of Bids)
November 30,2026

Last Date of Physical Submission of Bid Fee & EMD in Hard Copy
December 07, 2026

Information Systems Department (ISD)
"Shri Tapi Bhawan - Surat Mahanagar Seva Sadan"
Shri Tapipura, Surat-395003

8. ANNEXURES TO TECHNICAL BID

All the documents listed below shall be submitted online 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			
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?			

B. Details of assignments for supply and installation of Biometric Attendance Device in last 5 years.

#	Name of Organisation	Contract Period		Contract Value (amt. in Rs.)	Documentary proof attached (Yes/No)
		From	To		

* In case no. of contracts are more than 10, please indicate the details of only top ten contracts on the basis of annual contract value.

C. Information of Authorized Signatory / Contact Person

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

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

D. 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,
Shri Tapipura, Surat- 395 003

Sub.: Authorization to a distributor/dealer/channel partner for Bid for Supply and Installation of Biometric Attendance Device [DC-ISD-BIO-03-2026]

Dear Sir,

Please refer to your Notice Inviting Bid for Supply and Installation of Biometric Attendance Device **<<Name of the bidder>>**, who is our reliable **<<Specify Status like authorized distributor/ dealer/ channel partner / implementation partner / Systems Integrator / Service Provider>>** is hereby authorized to quote on our behalf for this bid. We undertake the following regarding the Supply and Installation of Biometric Attendance Device:

1. The Biometric Attendance Device/ equipment supplied in this bid shall be manufactured by us as per the specifications required by SMC. **<<Name of the bidder>>** shall not be allowed to do any hardware integration on our machines/equipment.
2. We shall be offering the following make and model against the item:

Item No.	Description <<remove the items not offered>>	Make and Model
I.	**Biometric Attendance Device**	

3. I hereby also certify that the product offered by us is part of the enterprise product segment in India and abroad. The said product(s) is not targeted to SMB (Small & Medium Business)/SOHO (Small Office/Home Office) or does not belong to SMB/SOHO product segment in India and abroad. [Applicable for OEM quoting items at sr. no. 1, 2 and 3 (one or all)].
4. I hereby also certify that the product offered by us will be supplied with Genuine professional Factory Pre-loaded/pre-installed and activated by us. [Applicable for OEM quoting items at sr. no. 1, 2 and 3 (one or all)].
5. It will be ensured that in the event of being awarded the contract the machines will be delivered (with 5 years comprehensive onsite back-to-back OEM warranty) and the same will be maintained by **<<Name of the bidder>>** properly as per the conditions of the contract. For this purpose, we will ensure and provide **<<Name of the bidder>>** necessary technical support including technical updates, & spares. If **<<Name of the bidder>>** fails to maintain the machines for any what-so-ever reason, we shall make alternative arrangements for proper maintenance of these machines during the warranty period.

6. If due to any reasons, the tie up between our company & **<<Name of the bidder>>** breaks down subsequently, we shall make necessary alternatives arrangements for honouring the terms of the contract.

Yours very truly,

Name: _____

Designation: _____

Company: _____

E. Self-Declaration

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

FORM – B

Date:

To
Deputy Commissioner
Surat Municipal Corporation,
Shri Tap Bhawan, Tapipura
Surat- 395 003

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

Ref: Supply and Installation of Biometric Attendance Device [DC-ISD-BIO-03-2026]

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.

We hereby confirm that all the components/parts/assembly/software/Subscription/License which we shall supply on award of contract shall be original new components/parts/assembly/software/Subscription/License 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 black-listed / 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.

Thanking you,

For

<<Name of the bidder>>

<<Authorized Signatory>>

<<Stamp of the bidder>>

F. Affidavit

FORM – C

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.
- 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.

_____

Signed by the Authorize signatory of the firm

_____

Title of the office

_____

Name of the firm

Date:

G. 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 – D

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: Tender No. DC-ISD-BIO-03-2026

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 product & its OEM fulfils all requirements in this regard and is eligible to be considered for procurement for Tender No. DC-ISD-BIO-03-2026.

Sr. No.	Item Category	Quoted Make & Model
1.	**Biometric Attendance Device**	

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>>**

FORM – E

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: Tender No. DC-ISD-BIO-03-2026

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 fulfils all requirements in this regard and is eligible to be considered for procurement for Tender No. DC-ISD-BIO-03-2026.

Sr. No.	Item Category	Quoted Make & Model
1.	**Biometric Attendance Device**	

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>>**

Surat Municipal Corporation (SMC)

Bid for Supply and Installation of Biometric Attendance Device
[DC-ISD-BIO-03-2026]

Through online e-tendering process only

PRICE BID

Online Bid Start Date
November 18, 2026

Online Bid End Date
(Last Date of Online Submission of Bids)
November 30, 2026

Last Date of Physical Submission of Bid Fee & EMD in Hard Copy
December 07, 2026

Information Systems Department (ISD)
"Shri Tapi Bhawan - Surat Mahanagar Seva Sadan"
Shri Tapipura, Surat-395003

PRICE BID

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

Item No.	Description	Make, Model	Qty.	Unit Rate exclusive of all taxes	GST (%)	Amount inclusive of all/GST (In words & numbers)
A	**B**	**C**	**D**	**E**	**F**	**G=D*(E + (E*(F/100))**
1	**Biometric Attendance Device** as per Technical Specification including installation with 5-years of warranty		100 nos.			
2	Biometric Attendance Device **Enclosure**		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 GST. The applicable GST in % should be quoted separately in GST column in Price Bid.
2. The taxes/GST at prevailing rate will be considered for payment purpose.