



Issued by:  
**Head, Central Procurement Cell**  
**AI Engineering Services Ltd.**  
New Delhi- 110003

While every care has been taken to ensure that the contents of this tender are accurate and up to date till date, the entities are advised to check the precise current provisions of extant law and other applicable instructions from the original sources. In case of any conflict between the provisions stipulated in this tender and in the original sources, such as GFR or the prevailing laws, the provisions contained in the extant law and the original instructions shall prevail.

### **Disclaimer:**

1. The information contained in this tender document (hereinafter referred to as the "Tender") or and any information pertaining to the aforesaid subject matter provided subsequently to the applicants/bidders in any form by AI Engineering Service Limited (hereinafter referred to as "AIESL") shall be subject to the terms and conditions to which such information is provided contained herein and any other terms and conditions as may be prescribed by AIESL prior to award of the tender
2. The purpose of this tender is to provide all bidders with the information that may be useful to them in the formulation of their proposals/bids (hereinafter referred to as "BID(S)") in response to this tender. The statements and facts contained herein, which reflect various assumptions and assessments arrived at by AIESL do not purport to contain exhaustive /all the information on the aforesaid subject matter that each applicant may require for the purpose of submitting their bids.
3. Each bidder should, conduct its own due diligence, investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, and information contained in this tender and shall obtain independent advice from appropriate sources at no cost to AIESL
4. The information provided in this tender to the applicants is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. AIESL accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
5. AIESL also accepts no liability of any nature whether resulting from negligence or otherwise, however caused arising from reliance by any applicant/bidder upon the statements contained in this tender
6. AIESL may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this tender, from time to time till the close date of the tender
7. The tender does not imply that AIESL is bound to select a bidder or to appoint the selected bidder and AIESL reserves the right to reject all or any of the bids without assigning any reason whatsoever at any time
8. The bidder shall bear all its costs associated with or relating to the preparation & submission of its bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by AIESL , or any other costs incurred in connection with or relating to in bids. All such costs and expenses shall remain with the bidder and AIESL shall not be liable in any manner whatsoever for the same or any other costs or other expenses incurred by the bidder in preparation for submission of the bid, regardless of the conduct or outcome of the bid selection process as contained herein.



## About company

AI Engineering Services Limited (AIESL) is a government-owned public sector undertaking and a wholly owned subsidiary of AI Assets Holding Company Limited. It is India's largest and most comprehensive aircraft Maintenance, Repair, and Overhaul (MRO) organizations.

AIESL is fully approved by the Directorate General of Civil Aviation (DGCA) and serves as a one-stop-shop for all aircraft engineering and maintenance requirements. With a pan-India footprint, AIESL operates major maintenance facilities at key airports including Delhi, Mumbai, Hyderabad, Thiruvananthapuram, Kolkata, and Nagpur, among others.

Backed by decades of operational excellence, skilled manpower, and world-class infrastructure, AIESL offers a full range of MRO services including base maintenance, line maintenance, engine and component overhaul, structural repairs, and specialized engineering support. The organization is committed to the highest standards of safety, quality, and reliability in aircraft maintenance services.

### **Vision & Mission**

- To provide best in class and timely quality services to the customers by maintaining highest standards of regulatory and safety compliance.
- Maintaining all aircraft of the captive workload of the feet of Air India in a continuous state of airworthiness by the system of preventive and corrective maintenance to secure a high level of safety.
- Provide a “One Stop” solution to the customer.
- Faster Turn around Time.
- To capture maximum Third-Party work from in and around India.
- To get DGCA approval under CAR 147 approval.
- To obtain FAA and EASA approval for all its establishment and facilities.
- Aggressive Marketing policy for more and more third-party work.
- It needs to Department centric so, every Departmental Heads need to be responsible for the deliverables to fulfill the overall vision.
- Continuous monitoring of Quality through quality audit etc.
- Constant endeavor to upgrade the services, delivering highest customer satisfaction in terms of Quality, Service and Cost effective and ensuring long term strategic relationship.
- All-out effort to be the world class MRO without compromising the quality standard.
- Updating and enhancing the capability through training of the personnel and equipment of latest technology.
- Multi skilling of the personnel through cross training to enhance the productivity.
- Optimizing operational cost.

### **Future Planning**

The company is planning to improve revenue generation by way of providing MRO services pertaining to Existing Capabilities to third parties (through aggressive marketing) and acquiring new Capabilities. AIESL plans to acquire EASA Base Maintenance Capability to capture Aircraft Redelivery Business. It intends to expand on its MRO Services to the Defence sector such as DRDO/IAF. To acquire EASA certifications for our Landing Gear overhaul Capability and CFM 56- 5B Engine overhaul Capability, as also to upgrade ATEC Shop to service various components of A320 NEO Family Aircraft.



## Notice Inviting Tender (NIT)

**AI Engineering Services Ltd. (AIESL),  
2nd Floor, CRA Building, Safdarjung Airport Complex,  
New Delhi-110003  
Phone no  
Website: [www.aiesl.in](http://www.aiesl.in)**

**e-Tender Enquiry No. AIESL /HQRS/GM/2025/1040**

**Date: 16/12/2025**

E-Tender is invited on GeM Portal from eligible and qualified bidders meeting Qualification Criteria for supply of the following goods/services:

Sr. No.	Brief Description of Goods / Services /Category	Quantity (in UOM)	Earnest Money Deposit (EMD)* (in Rs.)	Remarks
1	Supply of “Biometric device with Employee Portal including leave management system integrated with SAP through browser or mobile interface”	90 Devices	Rs. 1.6 Lakhs	For detailed Specifications, please see Tender Document

For detail, the Tender is available for downloading free of cost from AIESL website [www.aiesl.in](http://www.aiesl.in) or may also be downloaded from GeM portal.

**Chief Procurement Officer  
AI Engineering Services Limited**

## Critical Data Summary

Tender Reference No.	AIESL /HQRS/GM/2025/1040
Name of the Tender	Tender for Supply of “Biometric device with Employee Portal including leave management system integrated with SAP through browser or mobile interface”
Type of Tender	Product/Services NCB (National Competitive bidding) Single/Two bid system
Selection Criteria	Least cost selection L1
Submission of Bids	Through Portal only
Date of issue of tender	Refer portal
Place and time of pre bid conference	<b>Refer portal</b>
Process to raise pre bid queries	Pre-bid queries (if any) must be raised by bidders on GeM at least one day prior to pre bid meeting. Any other mode of queries will not be entertained.
Site Visit	Mandatory/Optional
Last date/ time for submission of Bids documents through portal (“Due Date/ Time”)	Refer Portal
Date and Time of Opening of technical Bid	Refer Portal
Opening of Financial Bid	Refer Portal
Extension of Due Date/Time	The Due Date / Time of submission and opening of Bids may be extended at any time, at the sole discretion of AIESL. Bidders are advised to visit GEM/CPP Portal regularly for updates.
Estimated value of the Tender	₹ 80 Lakhs (inclusive of Taxes)
Earnest Money Deposit (EMD)	₹ 1.6 Lakhs Beneficiary Name: AI Engineering Services Limited, Delhi A/c No-50200107884866, IFSC code: HDFC0001897 The bidder may pay the EMD amount through the following online payment link: <a href="https://forms.eduqfix.com/aiengineering/add">https://forms.eduqfix.com/aiengineering/add</a>
Period of Contract	The contract period will be 01 year with 3 years AMC.
Payment Terms	45 Days

### 1. Introduction

The purpose of this project is to create an Employee Portal that will help employees manage their personal information, leave requests, attendance, payroll documents, and access company policies online. The system must work smoothly with existing SAP S/4HANA system, which is currently used for HR and payroll. All portal data must be securely hosted on Cloud.

The selected vendor will be responsible for entire development cycle of Employee Portal, which includes understanding requirements, designing screens, building software, integration with SAP, testing, training users, and providing support after launch. It must support automatic exchange of data with SAP for payroll processing.



The portal must be secure, reliable, easy to use and must work on web browsers or mobile devices.

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## 2. Scope of Work (SOW):

**Below is for illustrative purposes only, please see attached Annexure-L for scope specifications and details.**

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### 2.1 Deliverables

The selected bidder must submit:

- Requirement Specification Document (RSD)
- System Design Document (SDD)
- UI/UX Wireframes
- Developed Employee Portal (all modules)
- Integration components/interfaces
- Test Plans, Test Cases, UAT Reports
- Deployment documentation
- User manuals & admin manuals
- Training to staff

### Project Timelines

Total Estimated Duration: **4-5 weeks**

#### Response timelines:

- Resolution timelines:
  - Critical issues – 4 hours
  - Major issues – 8 hours
  - Minor issues – 24 hours
- Monthly performance reports

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### 2.2 Warranty & AMC

- Minimum **12 months warranty** post Go-Live, including **free software upgradation, migration compatibility, and required adjustments for SAP RISE or any upgraded SAP platform/environment during the warranty period at no additional cost**
- **3year AMC post warranty.**
- Continuous bug fixing, optimization, minor changes in software as per company requirements & security patching during the warranty and post warranty period.

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### 2.3 Detailed Project Governance Structure

- **Project Management Unit (PMU)** – AIESL representatives
- **Vendor Project Manager** – Single point of contact
- **Weekly status meetings**
- **Progress reviews**

### 2.4 Data Privacy & Cybersecurity Policy

- Compliance with IT Act 2000 & SPDI Rules
- Data minimization & purpose limitation
- Encryption at rest and in transit
- Zero-trust access principles

- CERT-In incident reporting requirements
- No data storage outside India

### 3. Eligibility Criteria

Bidders must meet the following:

- Registered Indian company under Companies Act/LLP Act
- Minimum 3 years' experience in software development during the period 2018-March 2025
- At least 2 software development projects supplied to Govt/Pvt. Institutes during last four FY.
- Minimum average annual turnover of ₹40 lakhs in last 3 financial years.
- Not blacklisted by any government or PSU
- OEM authorization for biometric devices (if supplying devices)

### 4. Evaluation Method – Least Cost (L1) Basis

The tender shall be evaluated using the **Least Cost (L1)** evaluation method among all technically qualified bidders.

- Technical Bid: Qualification only (no scoring criteria)
- Financial Bid: L1 bidder (lowest total evaluated cost) will be awarded the contract.

### 5. Payment Terms (Before final handover payment plan will be as below): It overrides to gem payment terms.

Milestone	Payment %
Project Kickoff	10%
Software Development & SAP integration	40%
UAT & Go-Live	40%
Final Handover including training	10%

### 6. General Conditions of Contract (Revised & Expanded)

- **Earnest Money Deposit (EMD):** The bidder shall submit an EMD of **Rs. 1.6 Lakhs** in the form of online payment/Bank Guarantee as permitted by GeM. EMD shall be refundable except in cases of bid withdrawal, fraudulent declarations, or failure to sign the contract.

The bidder may pay the EMD amount through the following online payment link:

<https://forms.edugfix.com/aiengineering/add>

*Please mention Bid number in remarks while making payment.*

*Bank Details (If payment is done online): A/c No-50200107884866, IFSC code: HDFC0001897*

- **Security Deposit:** A Security Deposit equivalent to **5% of the Purchase Order (PO) value** must be submitted within 10 days of PO issuance. Non-submission will lead to cancellation of award and forfeiture of EMD.
- **Turnkey Obligation:** Selected bidder shall be responsible for the complete end-to-end delivery including development, deployment, integration, testing, documentation, training, warranty support, and handover of source code.
- **GeM Compliance:** All procurement, contracting, payments, and vendor obligations shall be governed strictly by GeM terms & conditions. Any deviation shall not be binding unless approved on the GeM portal.
- **Support/ Preferential Treatment to Micro & Small Enterprises (MSEs)**

Policies of the Government to support Micro and Small Industries (MSEs, registered as per the following sub-clause) in comparison to non-MSE enterprises shall apply to this procurement. MSEs are relaxed for submission of EMD only if they are registered in same category.

- **Support to Start -ups**

The Government of India has ordered the following support to Start -ups (as defined by the Department of Promotion of Industrial and Internal Trade - DPIIT).



**Exemption from submission of Bid Security:** Such Start-ups shall be exempted from payment of Earnest Money.

- **Mandatory compliance with:**

- Information Technology Act 2000 & IT Amendment Act 2008
- SPDI (Sensitive Personal Data or Information) Rules, 2011
- CERT-In Cyber security Guidelines (2022 Revision)
- Data Privacy Guidelines issued by MeitY
- Government e-Marketplace Procurement Rules
- Indian Contract Act 1872
- All data, application source code, APIs, documentation, configurations, and scripts developed under this project shall be the exclusive intellectual property of the AIESL.
- Penalty clause: Up to 10% of contract value for non-compliance, delays, or SLA breaches.
- Contractor shall maintain strict confidentiality of organizational and personal data. Any data breach will invoke penalties under the IT Act.
- Dispute resolution through arbitration in accordance with the Arbitration and Conciliation Act, 1996.
- Jurisdiction: Courts located in New Delhi only.
- Compliance with GeM terms & Indian Contract Act
- Confidentiality of organizational data
- Source code must be handed over to the department
- Penalty for SLA deviation
- Dispute resolution through arbitration (as per Arbitration Act)
- **Non-Disclosure Agreement (NDA) Template**

This NDA is made between the Department and the Selected Bidder for ensuring confidentiality of all organizational, personal, and system data accessed during the project. The bidder agrees not to disclose any information to third parties and must follow IT Act 2000 and SPDI Rules.

- The bidder shall commit to:
- No bribery or corruption
- No undue influence on procurement process
- Transparent and ethical conduct
- Penalties applicable for violations
- **Detailed Matrix for response**

Severity	Response Time	Resolution Time
Critical	4 hours	24 hours
Major	8 hours	48 hours
Minor	24 hours	72 hours
Penalty: 1% of monthly payment per SLA breach, up to 10%.		

- **Penalty Clauses**

- Delay in delivery: 1% of total project value per week (max 10%)
- SLA breaches: Up to 10% per month
- Security breach: Up to 25% + legal action under IT Act
- Incorrect or false documentation: Bid cancellation + blacklisting recommendation

- **Deployment & Acceptance Testing Procedures**
  - Unit testing by vendor
  - Integration testing
  - SAP connectivity validation
  - Biometric device sync verification
  - UAT with department users
  - Security audit (VAPT)
  - Final acceptance after issue resolution

## 7. Bid Submission Instructions (Expanded)

- Bidders must submit **Technical** and **Financial** Bids strictly on the GeM portal.
- The bid shall include:
  - Bidder Information Form
  - Technical Compliance Sheet
  - OEM Authorization (for biometric devices)
  - Documents supporting eligibility criteria
  - Signed Integrity Pact
  - Signed NDA
  - Certificate of Blacklisting Non-Occurrence
  - Certificate of Compliance with IT Act & Cyber security Rules
- The Department reserves the right to:
  - Reject any bid without assigning any reason
  - Accept partial bids if advantageous
  - Conduct negotiations as per GeM guidelines
- No physical documents will be accepted.
- Bidders must submit Technical & Financial bids on the GeM portal only
- Supporting documents must be signed
- Complete bid document should be filled in all aspects and signed and stamped by authorized signatory of bidder's firm. Without this bid is liable to be rejected.
- No physical bids accepted

### Instructions to Bidders

- Bids must be submitted online via GeM only.
- All documents must be digitally signed.
- Technical and Financial bids must be submitted separately.
- Bidder must visit the site (if required) before quoting.
- Clarifications may be sought via GeM Q&A section only.
- Any modification to the tender will be uploaded only on GeM.
- Bidders are expected to examine all instructions and terms.

**7.1 Pre-Bid Meeting Format:** Refer GeM Portal, you are advised to visit GeM portal regularly for any updates regarding this bid. No communications will be done by AIESL separately.

### 7.2 Contract Agreement Format (Annexure-C)

A formal agreement will be signed between Department and Selected Bidder covering:

- Scope of work
- Deliverables
- Payment terms
- Confidentiality

- Termination clauses
- Arbitration & jurisdiction

### 7.3 Performance Bank Guarantee (PBG) Format (Annexure D)

- PBG amount: 5% of contract value
- Validity: Contract period + 60 days
- Issued by: Nationalized or Scheduled Bank
- Invocation allowed on non-performance or breaches

#### **Annexure D: Bank Guarantee Format for Performance Security** *On bidder's company letter head*

To

Dy. Gen. Manager - PPMM  
AI Engineering Services Ltd

Tender No

Tender Subject: **Tender for appointment of a service provider for \_\_\_\_\_**

WHEREAS (Name and address of the bidder) (Hereinafter called "the service provider") has undertaken, in pursuance of contract no.....dated .....to supply (description of services) (herein after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the service provider shall furnish you with a bank guarantee by a scheduled commercial recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract.

AND WHEREAS we have agreed to give the service provider such a bank guarantee.

NOW THEREFORE, we .....Bank, hereby affirm that we are guarantors and responsible to you, on behalf of the service provider, up to a total of ..... (Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the service provider to be in default under the contract and without cavil or argument, any sum, or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the service provider before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the service provider shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition, or modification.

This guarantee shall be valid until the ..... day of ..... 2025.

(Signature of the authorized officer of the Bank)

Name and designation of the officer's name &  
address of the Bank Branch

.....

#### 7.4 Detailed Technical Compliance Matrix (Module-wise)

The bidder shall fill the following compliance sheet. For every item, the bidder must mark **Compliant (C)**, **Partially Compliant (PC)**, or **Not Compliant (NC)** and provide remarks.

##### 1. Employee Profile Management

Sr. No.	Requirement	Compliance (C/PC/NC)	Remarks
1	Real-time synchronization with SAP S/4HANA		
2	Display of personal, professional & organizational details		
3	Employee-initiated data change request workflow		
4	Role-based data visibility		
5	Secure handling of personal & sensitive data		

##### 2. Leave Management

Sr. No.	Requirement	Compliance	Remarks
1	Leave application, modification & cancellation		
2	Real-time leave balance calculation		
3	Manager approval workflow		
4	Policy-based leave rules configuration		
5	Team/department leave calendar		

##### 3. Biometric Attendance Integration

Sr. No.	Requirement	Compliance	Remarks
1	Integration with biometric devices (Face & Card) and Provision for attendance through mobile app/interface.		
2	Real-time or batch attendance sync		
3	Multi-location device support		
4	Employee–device ID mapping		
5	Error handling & retries for device connectivity		

##### 4. Attendance Management

Sr. No.	Requirement	Compliance	Remarks
1	Attendance dashboard (daily/weekly/monthly)		
2	Punch-in/punch-out logs		
3	Overtime, late/early, shift tracking		

4	Self-service attendance correction request		
5	HR approval workflow for corrections		

## 5. Attendance Evaluation Engine

Sr. No.	Requirement	Compliance	Remarks
1	Automated attendance computation engine		
2	Configurable rules engine (holidays, weekly offs, OT)		
3	Missing punch & exception handling		
4	Payroll-ready attendance output		
5	Audit logs & evaluation traceability		

## 6. Payslips & Form 16

Sr. No.	Requirement	Compliance	Remarks
1	Monthly payslip download in PDF		
2	Historical payslip repository		
3	Multi-year Form 16 download		
4	Secure storage & access		

## 7. Circulars & Notifications

Sr. No.	Requirement	Compliance	Remarks
1	Publish circulars & announcements		
2	Targeted delivery (role/department/location)		
3	Push notifications		

## 8. Policy Repository

Sr. No.	Requirement	Compliance	Remarks
1	Central repository for policies/SOPs		
2	Search & category-based navigation		
3	Version control & approval workflow		
4	Access control based on roles		

## 9. Performance Requirements



Sr. No.	Requirement	Compliance	Remarks
1	99% uptime		
2	< 2 sec average response time		
3	Scalability for concurrent users		
4	Minimal downtime maintenance windows		

.....  
(Signature with date)

.....  
(Name and designation)

Duly authorized to sign bid for and on behalf of  
.....

.....  
[name & address of Bidder and seal of company]

**(Annexure A)**

**FORM 1: BID FORM (Covering Letter)**

**(To be submitted as part of Technical bid, along with supporting documents, if any)**

**(on Bidder's Letter-head)**

To,

DY GM, IT-HQ,

AI Engineering Services Ltd

Ref: Your Tender Document No. \_\_\_\_\_ Tender Title: \_\_\_\_\_

Sir/ Madam,

Having examined the abovementioned Tender Document, we, the undersigned, hereby submit/ upload our Techno-commercial and financial bid (Price Schedule) for the performance of Services and incidental Goods/ Works in conformity with the said Tender Documents.

(Please tick appropriate boxes or strike out sentences/ phrases not applicable to you)

**1) Our Credentials:**

a) We are submitting this bid -

on our behalf, and there are no agents/ dealers involved in this tender, and hence no agency agreement or payments/ commissions/ gratuity is involved.

Our company law and taxation regulatory requirements and authorization for signatories and related documents are submitted in Form 1.1 (Bidder Information).

b) We..... hereby certify that  We/  Our Principals M/s .....are a firm of proven, established, and reputed Service Provider having Experience, past performance, Personnel, Machinery and Financial capability, with offices at -----

**2) Our Eligibility and Qualifications to participate**

We comply with all the eligibility criteria stipulated in this Tender Document, and the relevant declarations are made along with documents in Form 1.2 of this bid-form. We fully meet the qualification criteria stipulated in this Tender Document, and the relevant details are submitted along with documents in Form 4: 'Qualification Criteria - Compliance. We authorise the AIESL to contact our Banker to seek references and clarifications.

**3) Our Bid to deliver Services:**

We offer to deliver the subject Services of requisite Performance Standards and within Delivery Schedules in conformity with the Tender Document. The relevant details are submitted as per requirements.

**4) Prices:**

We hereby offer to perform the Services at our lowest prices and rates mentioned in the separately uploaded Price-Schedule. It is hereby confirmed that the prices quoted therein by us are:

(a) based on terms of delivery and delivery schedule confirmed by us; and

(b) Cost break-up of the quoted cost, showing inter-alia costs (including taxes and duties thereon) of all the included incidental Goods/ Works considered necessary to make the proposal self-contained and complete, has been indicated therein, and

(c) Based on the terms and mode of payment as stipulated in the Tender Document.

We have understood that if we quote any deviation to terms and mode of payment, our bid is liable to be rejected as nonresponsive, and

(d) The prices in this offer have been arrived at independently, without restricting competition, any consultation, communication, or agreement with any other bidder or competitor relating to:

iv) those prices; or

v) the intention to submit an offer; or

vi) the methods or factors used to calculate the prices offered.

(e) The prices in this offer have neither been nor shall be knowingly disclosed by us, directly or indirectly, to any other bidder or competitor before bid opening or contract award unless otherwise required by law.

**5) Affirmation to terms and conditions of the Tender Document:**

We have understood the complete terms and conditions of the Tender Document. We accept and comply with these terms and conditions without reservations, although we are not signing and submitting some of the sections of the Tender Document.

We also explicitly confirm acceptance of the Arbitration Agreement as given in the Tender Document.

**6) Bid Securing Declaration**

We have submitted the Bid Securing Declaration (BSD, in lieu of Bid Security) in stipulated format vide Form 7: 'Documents Relating to bid security'.

**7) Abiding by the Bid Validity**

We agree to keep our bid valid for acceptance for a period up to 120 days, as required in the Tender Document, or for a subsequently extended period, if any, agreed to by us, and are aware of penalties in this regard stipulated in the Tender Document in case we fail to do so.

**8) Non-tempering of Downloaded Tender Document and Uploaded Scanned Copies**

We confirm that we have not changed/ edited the contents of the downloaded Tender Document. We realise that any such change noticed at any stage, including after the contract award, shall be liable to punitive action in this regard stipulated in the Tender Document. We also confirm that scanned copies of documents/ affidavits/ undertakings uploaded along with our technical bid are valid, true, and correct to the best of our knowledge and belief. If any dispute arises related to the validity and truthfulness of such documents/ affidavits/ undertakings, we shall be responsible for the same. Upon accepting our financial bid, we undertake to submit for scrutiny, on-demand by the AIESL, originals, and self-certified copies of all such certificates, documents, affidavits/ undertakings.

**9) A Binding Contract:**

We further confirm that, if our bid is accepted, all such terms and conditions shall continue to be acceptable and applicable to the resultant contract, even though some of these documents may not be included in the contract Documents submitted by us. We do hereby undertake that, until a formal Contract is signed or issued, this bid, together with your written Letter of Award, shall constitute a binding contract between us.

**10) Performance Guarantee and Signing the contract**

We further confirm that, if our bid is accepted, we shall provide you with performance security of the required amount stipulated in the Tender Document for the due performance of the contract. We are fully aware that in the event of our failure to deposit the required security amount and/ or failure to execute the agreement, the AIESL has the right to avail any or all punitive actions laid down in this regard, stipulated in the Tender Document.

**11) Signatories:**

We confirm that we are duly authorized to submit this bid and make commitments on behalf of the Bidder. Supporting documents are submitted in Form 1.1 annexed herewith. We acknowledge that our digital/digitized signature is valid and legally binding.

**12) Rights of the AIESL to Reject bid(s):**

We further understand that you are not bound to accept the lowest or any bid you may receive against your above-referred Tender Document.

(Signature with date)

(Name and designation)

Duly authorized to sign bid for and on behalf of

[name & address of Bidder and seal of company]

**Form 1.1: Bidder Information**  
**(To be submitted as part of technical bid)**  
*(on Company Letter-head)*  
**(Along with supporting documents, if any)**

Tender Document No. Tend No./ .....

Date.....

Note: Bidder shall fill in this Form following the instructions indicated below. No alterations to its format shall be permitted, and no substitutions shall be accepted. Bidder shall enclose certified copies of the documentary proof/evidence to substantiate the corresponding statement wherever necessary and applicable. Bidder's wrong or misleading information shall be treated as a violation of the Code of Integrity. Such Bids shall be liable to be rejected as nonresponsive, in addition to other punitive actions provided for such misdemeanours in the Tender Document.

(Please tick appropriate boxes or strike out sentences/ phrases not applicable to you)

**1) Bidder/ Contractor particulars:**

- a) Name of the Company: .....
- b) Corporate Identity No. (CIN): .....
- c) Registration, if any, with The AIESL: .....
- d) GeM Supplier ID (if registered with GeM, it is mandatory at the time of placement of Contract)
- e) Place of Registration/ Principal place of business" .....
- f) Complete Postal Address: .....
- g) Pin code/ ZIP code: .....
- h) Telephone nos. (with country/ area codes): .....
- i) Mobile Nos.: (with country/ area codes): .....
- j) Contact persons/ Designation: .....
- k) Email IDs: .....

Submit documents to demonstrate eligibility as per NIT-clause 3 and ITB-clause 3.2 - A self-certified copy of registration certificate – in case of a partnership firm – Deed of Partnership; in case of Company – Notarized and certified copy of its Registration; and in case of Society – its Byelaws and registration certificate of the firm.

**2) Taxation Registrations:**

- a) PAN number: .....
- b) Type of GST Registration as per the Act (Normal Taxpayer, Composition, Casual Taxable Person, SEZ, etc.): .....
- c) GSTIN number: ..... in Contractor and Service Site States .....
- d) Registered/ Certified Offices from where the Services would be supported and Place of Service Site for GST Purpose: .....
- e) Contact Names, Nos. & email IDs for GST matters (Please mention primary and secondary contacts): .....

Documents to be submitted: Self-attested Copies of PAN card and GSTIN Registration

**3) Trade Registrations and Licences (Not Applicable)**

We have the following registrations/ licences required for the performance of this Service (tick as applicable). Authenticated copies of these are enclosed herewith:

- EPF
- ESI
- Labour Licence
- Private Security Agency under relevant Act
- Any other required .....

**4) Authorization of Person(s) signing the bid on behalf of the Bidder**

- a) Full Name: .....
- b) Designation: .....



c) Signing as:

- A sole proprietorship firm. The person signing the bid is the sole proprietor/constituted attorney of the sole Proprietor,
- A partnership firm. The person signing the bid is duly authorised being a partner to do so, under the partnership agreement or the general power of attorney.
- A company. The person signing the bid is the constituted attorney by a resolution passed by the Board of Directors or in pursuance of the Authority conferred by Memorandum of Association.
- A Society. The person signing the bid is the constituted attorney.

Documents to be submitted: Registration Certificate/ Memorandum of Association/Partnership Agreement/ Power of Attorney/ Board Resolution.

**5) Bidder's Authorized Representative Information**

- a) Name:
- b) Address:
- c) Telephone/ Mobile numbers:
- d) Email Address:

(Signature with date)

.....  
(Name and designation)

Duly authorized to sign bid for and on behalf of

[name & address of Bidder and seal of company]

DA: As above



**Form 1.2: Eligibility Declarations**  
**(To be submitted as part of Technical bid along with supporting documents)**  
**(On Company Letter-head)**

Tender Document No. Tend No./ .....

Note: The list below is indicative only. You may attach more documents as required to confirm your eligibility criteria.]

**Eligibility Declarations**

(Please tick appropriate boxes or cross out any declaration not applicable to the bidder)

We hereby confirm that we comply with all the stipulations of NIT and declare as under and shall provide evidence of our continued eligibility to the AIESL as may be requested:

1) Legal Entity of Bidder: \_\_\_\_\_

2) Bidder/ Agent Status: \_\_\_\_\_

3) We solemnly declare that we (including our affiliates or subsidiaries or constituents):

(a) are not insolvent, in receivership, bankrupt or being wound up, not have our affairs administered by a court or a judicial officer, not have our business activities suspended and are not the subject of legal proceedings for any of these reasons;

(b) (including our Contractors/ subcontractors for any part of the contract):

i) Do not stand declared ineligible/ blacklisted/ banned/ debarred by the AIESL or its Ministry/ Department from participation in its Tender Processes; and/ or

ii) Are not convicted (within three years preceding the last date of bid submission) or stand declared ineligible/ suspended/ blacklisted/ banned/debarred by appropriate agencies of Government of India from participation in Tender Processes of all of its entities, for offences mentioned in Tender Document in this regard. We have neither changed our name nor created a new "Allied Firm", consequent to the above disqualifications.

(c) Do not have any association (as bidder/ partner/ Director/ employee in any capacity) with such retired public official or near relations of such officials of AIESL , as counter-indicated, in the Tender Document.

(d) We certify that we fulfil any other additional eligibility condition if prescribed in Tender Document.

(e) We have no conflict of interest, which substantially affects fair competition. The prices quoted are competitive and without adopting any unfair/ unethical/ anticompetitive means. No attempt has been made or shall be made by us to induce any other bidder to submit or not to submit an offer to restrict competition.

4) Restrictions on procurement from bidders from a country or countries, or a class of countries under Rule 144 (xi) of the General Financial Rules 2017

*"We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries, and solemnly certify that we fulfil all requirements in this regard and are eligible to be considered. We certify that:*

a) we are not from such a country or, if from such a country, we are registered with the Competent Authority (copy enclosed). and;

b) we shall not subcontract any work to a contractor from such countries unless such contractor is registered with the Competent Authority.

**5) MSME Status:**

Having read and understood the Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 (as amended and revised till date), and solemnly declare the following:

a) We are - Micro/ Small/ Medium Enterprise/ SSI/ Govt. Deptt. / PSU/Others:.....

b) We attach herewith, Udyam Registration Certificate with the Udyam Registration Number as proof of our being MSE registered on the Udyam Registration Portal. The certificate is the latest up to the deadline for submission of the bid.

c) Whether Proprietor/ Partner belongs to SC/ ST or Women category. (Please specify names and percentage of shares held by SC/ ST Partners):.....

**6) Start-up Status**

we confirm that we are/ are not a Start-up entity as per the definition of the Department of Promotion of Industrial and Internal Trade – DPIIT.

**7) Make in India Status:**



Having read and understood the Public Procurement (Preference to Make in India PPP - MII) Order, 2017 (as amended and revised till date) and related notifications from the relevant Nodal Ministry/ Department, and solemnly declare the following:

a) Self-Certification for the category of suppliers:

(Provide a certificate from statutory auditors/ cost accountant in case of Tenders above Rs 10 Crore for Class-I or Class-II Local Suppliers). Details of local content and location(s) at which value addition is made are as follows:

Local Content and %age	
Location(s) of value addition	

Therefore, we certify that we qualify for the following category of the supplier (tick the appropriate category):

- Class-I Local Supplier/
- Class-II Local Supplier/
- Non-Local Supplier.

b) We also declare that.

- There is no country whose bidders have been notified as ineligible on a reciprocal basis under this order for the offered Services, or
- We do not belong to any Country whose bidders are notified as ineligible on a reciprocal basis under this order for the offered Services

**8) Penalties for false or misleading declarations:**

We hereby confirm that the particulars given above are factually correct and nothing is concealed and undertake to advise any future changes to the above details. We understand that any wrong or misleading self-declaration would violate the Code of Integrity and attract penalties as mentioned in this Tender Document.

.....  
(Signature with date)

.....  
(Name and designation)

Duly authorized to sign bid for and on behalf of

.....  
.....  
[name & address of Bidder and seal of company]



## Form-2: Performance Statement

*Statement of Performance of Services During Last Three Years and Outstanding Current Orders  
(Qualification Criteria to be submitted as part of technical bid)  
(on Company Letter-head)*

Tender Document No. Tend No./ xxxx;

**Tender Title: Non-consultancy Services**

**Bidder's Name** \_\_\_\_\_

**[Address and Contact Details]**

**Date**.....

**Note to Bidder:** Bidder must fill in this form to prove conformance to Criteria 1 – Experience and Past Performance in Section VIII – Qualification Criteria. Mention contracts in which Bidder is or has been a party, whether as a Service Provider, affiliate, associate, subsidiary, Subcontractor, or any other role. The list below is indicative only. You may attach more documents as required to showcase your past performance. Add additional details not covered elsewhere in your bid in this regard. Statements and Documents may be mentioned/attached here.

SN	Contracting Entity Name and Address	Contract Number and Date	Title, and	Role in Contract & No of machines provided.	The total value of the order	Status as on date ----
1						
2						
3						
4						
5						
6						
7						

*Declaration: I agree that If experience details are not filled in the above table and documents not provided as explained above, the tender shall be liable for rejection without giving any reason by aiesl.*

.....  
(Signature with date)

.....  
(Name and designation)  
Duly authorized to sign bid for and on behalf of

.....  
[name & address of Bidder and seal of company]



### Form -3: Financial Statements and Ratios

Note: Each Bidder or member of a Joint Venture/Consortium making up a Bidder must fill in this form.

Financial Data for Previous Three (3) Years			
	Year 1:	Year 2:	Year 3:
<b>Information from Balance Sheet</b>			
<b>Total Assets</b>			
<b>Total Liabilities</b>			
<b>Net Worth</b>			
<b>Current Assets</b>			
<b>Current Liabilities</b>			
<b>Information from Income Statement</b>			
<b>Total Revenues</b>			
<b>Profits Before Taxes</b>			
<b>Profits After Taxes</b>			
<b>Financial Ratios</b> (Bidders to fill this table. The AIESL shall verify during the review process			
<b>Current Ratio</b>			
<b>Debt Ratio</b>			

Attached are copies of financial statements (either audited financial statements supported by audit letters or certified financial statements supported by tax returns) as indicated above, complying with the following conditions.

- All such documents reflect the financial situation of Bidder or a member of a Joint Venture or other Association and not a sister or parent company.
- A Chartered accountant must audit historical financial statements.
- Historical financial statements must be complete, including all notes to the financial statements.
- Historical financial statements must correspond to accounting periods already completed and audited (no statements for partial periods shall be requested or accepted)

.....  
(Signature with date)

.....  
(Name and designation)  
Duly authorized to sign bid for and on behalf of.....  
[name & address of Bidder and seal of company]

**Form 4: Qualification Criteria – Compliance Sheet**  
**(To be submitted as part of technical bid with supporting documents)**  
*(on Company Letter-head)*

Tender Document No. Tend No./ xxxx; Tender Title: Non-consultancy Services

Bidder's Name \_\_\_\_\_  
 [Address and Contact Details]  
 Date.....

Note to Bidder: Furnish stipulated documents in support of the fulfilment of qualifying criteria.

The list below is indicative only. You may attach more documents as required. Non submission or incomplete submission of documents may lead to rejection of the bid as nonresponsive. Also highlight in this form deviations, if any, from Section: Qualification Criteria.

Listed below are the various eligibility & pre-qualification requirements, for which AIESL seeks confirmation of compliance, from the Bidders.

SN	Description	AIESL condition	Vendor Response	Documentary proof
1.	Name of the Company/Establishment	MUST	Yes/No	To submit documentary proof
2.	Full Address of Registered Office	MUST	Yes/No	To submit documentary proof
3.	Nature of company (Whether Proprietorship Firm / Partnership Firm / Limited Company / Corporation / Any Other (Specify) (Enclose Proof)	MUST	Yes/No	To submit documentary proof
4.	Name /Telephone No./ Mobile No. of Authorised Person	MUST	Yes/No	To submit documentary proof
5.	E-mail id	MUST	Yes/No	To submit documentary proof
6.	Certificate of Incorporation	MUST	Yes/No	To submit documentary proof
7.	If the Bidder is an MSE/Start-ups enterprise, submit proof	MUST	Yes/No	To submit documentary proof
8.	a. Average Annual financial turnover of during the last three years, ending 31 <sup>st</sup> March of the previous financial year, should be at least 30% (thirty percent) of the estimated tender cost. b. Liquid assets and/or credit facilities, net of other contractual commitments and exclusive of any advance payments which may be made under the contract, of no less than the amount specified in the tender. Turnover Certificate, Balance Sheets, P&L Account Statements, ITR & Solvency Certificate duly signed by CA (Chartered Accountant) must be submitted. (Ending March 2025).	MUST	Yes/No	To submit Certificate copy.
9.	The Bidder must have at least three years' experience of handling similar services during the last three financial years for providing similar type of services to Central/State Government/ PSU / Reputed organization or aviation sector. Services rendered with list of such Central/ State/ PSU /Reputed organization or aviation sector shall be furnished.	MUST	Yes/No	To submit supporting document.

	Similar Services: Any IT related project like Employee portal etc and its integration with SAP/HANA.			
10.	The Bidder must have successfully completed or substantially completed (at least 80% payments received) similar projects / services over the last three years i.e. the current financial year and three preceding financial years: <ul style="list-style-type: none"> <li>Three services costing not less than the amount equal to 40% of the estimated tender cost, <b>or</b></li> <li>Two similar services costing not less than the amount equal to 50% of the estimated Tender cost, <b>or</b></li> <li>One similar service costing not less than the amount equal to 80% of the estimated tender cost.</li> </ul>	MUST	Yes/No	To submit documentary proof.
11.	Bidder should confirm compliance to the stated work-scope in entirety and confirm that they have submitted their Commercial Bid in the same format as per	MUST	Yes/No	To submit documentary proof.
12.	Bidder should provide escalation matrix.	MUST	Yes/No	To confirm
13.	Bidder should provide solvency certificate	MUST	Yes/No	To submit documentary proof
14.	Bidder has enclosed an EMD of Rs. 1.6 Lakhs by way of Demand Draft, Banker's Cheque, or ECS as a part of the Technical Bid. (MSE/Start-ups enterprises should submit Bid Security Declaration)	MUST	Yes/No	To submit documentary proof
15.	Bidder agrees to pay non-interest-bearing deposit <b>@ 5%</b> of PO/Contract Value or equivalent Bank guarantee as Security deposit, for the period of contract.	MUST	Yes/No	To submit documentary proof
16.	Bidder agrees that the payment would be made on a monthly basis, under the 45 days credit terms basis.	MUST	Yes/No	To Confirm
17.	PAN and GST Number	MUST	Yes/No	To submit documentary proof
18.	PF and ESI Registration Number	Not required	Yes/No	<del>To submit documentary proof</del>
19	OEM authorization certificate	MUST	Yes/No	To submit documentary proof
20	Project Timeline & Deliverables	Must	Yes/No	Plan with time line should be submitted
21	Complete Bid Document should be filled and signed by the bidder	Must	Yes/No	To Submit

**Note:**

Bidders to note that **MUST** conditioned mentioned in the above paras are the qualifying elements of the technical bid and hence response of "YES" only is expected from vendors with documentary evidence failing which vendors may be disqualified and rejected in the technical evaluation exercise. Relevant documents must be submitted in support of each of the MUST condition above.

I am authorized to sign this document(s).

Signature : \_\_\_\_\_ Designation : \_\_\_\_\_

Name : \_\_\_\_\_ Company Seal : \_\_\_\_\_



**Form -5: Average Annual Turnover**

**(To be submitted as part of technical bid)  
(on Company Letter-head)**

**Tender Document No. Tend No./ xxxx; Tender Title: Non-consultancy Services**

**Bidder's Name** \_\_\_\_\_  
[Address and Contact Details]  
**Date** .....

**Note: Each Bidder or member of a Joint Venture/Consortium making up a Bidder must fill in these forms**

<b>Annual Turnover Data for the Last Three (3) Years (Services only)</b>	
<b>Financial Year</b>	<b>Turnover Amount</b>
<b>Average Annual Turnover</b>	

Certified by Charted Accountant

Details of Charted Accountant

**(Annexure B)**

**Financial Bid Format / BoQ**

Item	Description	Qty	Unit Price (₹)	Total (₹)
1	Employee Portal including leave management system integrated with SAP	1		
2	Cloud Server	1		
3	Biometric Device Supply, Configuration and Installation	90		
4	AMC	3 yrs		
5	<b><i>Man-hours rate for the Change Request.</i></b>  <b><i>(It will not be a part of L-1)</i></b>			
6	<b>Taxes extra as applicable.</b>	—%		

\* Item no. 5 above will not be a part of financial evaluation but must be valid for entire period of the contract For any change requests.

Bidders must submit their financial quote strictly in the following format. All prices shall be in INR and inclusive of all duties except GST (GST to be shown separately as per Gol norms). No additional format will be accepted.

**Total Commercials**

- **Grand Total (excluding GST): ₹\_\_\_\_\_**
- **Applicable GST (%): ₹\_\_\_\_\_**
- **Grand Total (including GST): (in number) ₹\_\_\_\_\_**
- **Grand Total (including GST): (in word) ₹\_\_\_\_\_**

**Declaration**

I/We hereby declare that:

- All prices quoted are firm and valid for the entire contract duration.
- No hidden charges are included.
- The BoQ is submitted exactly in the prescribed format.
- If the number and words differ, the amount in words prevails.

Authorized Signatory: \_\_\_\_\_

Date: \_\_\_\_\_

Seal: \_\_\_\_\_

## Additional Legal Clauses

### 1 Liquidated Damages (LD)

In case of delay in project delivery, deployment, integration, or Go-Live beyond the approved timeline, Liquidated Damages shall apply as follows:

- **1% of the total contract value per week of delay**, subject to a maximum of **10%**.
- LD shall be deducted from pending payments, Security Deposit, or any other dues payable.

### 2 Termination for Default

The Department may terminate the contract in whole or in part if:

- The bidder fails to deliver services as per the scope and timelines.
- The bidder fails to comply with GeM terms or the contract.
- The bidder engages in fraudulent, corrupt, or unethical practices. In such cases, the Department reserves the right to forfeit Security Deposit and recommend blacklisting.

### 3 Termination for Convenience

The Department reserves the right to terminate the contract, in whole or in part, at any time by providing **30 days' written notice** without assigning any reason. Payment shall be made only for work satisfactorily completed up to the termination date.

### 4 Force Majeure

Neither party shall be liable for any failure to perform due to events beyond reasonable control, including but not limited to natural disasters, war, riots, epidemics, or government restrictions. The affected party shall notify the other within **7 days** of occurrence. Timelines shall be extended for the duration of the Force Majeure event.

### 5 Intellectual Property Rights (IPR)

- All source code, APIs, technical documents, deployment scripts, and system configurations created under this project shall be the **exclusive property of the Department**.
- Bidder shall not reuse, resell, or replicate the solution without explicit written permission from the Department.

### 6 Data Ownership & Confidentiality

- All employee data, attendance logs, payroll information, biometric data, and system-access logs remain the property of the Department.
- Bidder shall strictly comply with SPDI Rules, CERT-In Guidelines, and IT Act 2000.
- Unauthorized disclosure of any data will result in legal action, penalties, and termination.

### 7 Data Localization Requirement

All data generated under this project shall be stored **only within India**, on infrastructure compliant with MeitY/GoI hosting guidelines.

### 8 Escalation Matrix for Issue Resolution

The bidder must provide a 3-level escalation matrix:

- **Level 1:** Helpdesk Support Engineer
- **Level 2:** Project Manager
- **Level 3:** Senior Leadership / Director (Technology) All critical issues must be escalated to Level 3 within **4 hours** of non-resolution.

### 9 Change Request (CR) Management

Any requirement beyond the defined scope shall follow a formal Change Request process:

- CR initiation by Department
- Effort estimation by bidder
- Approval from committee

- Additional cost (if any) to be approved via GeM

## 10 Exit Management & Handover

Upon contract completion or termination, the bidder shall:

- Hand over full source code, documentation, credentials, configurations
- Provide 30 days of support for transition
- Remove all Department data from its systems and submit a **Data Erasure Certificate** Failure to comply may result in withholding of payments or encashment of Security Deposit.

## Additional Mandatory Legal Clauses

### 1 Anti-Corruption & Anti-Bribery Clause

The bidder shall comply with the Prevention of Corruption Act, 1988 and shall not engage in any form of bribery, coercion, or unethical influence. Any violation shall lead to immediate termination, forfeiture of Security Deposit, and reporting to appropriate authorities.

### 2 Audit & Inspection Rights

The Department or its authorized auditors (including CAG, third-party auditors, or CERT-In auditors) reserve the absolute right to inspect, audit, and verify:

- Project artifacts
- Security controls
- Compliance with IT Act & SPDI Rules
- System logs and configurations The bidder must provide full cooperation within 24 hours of notice.

### 3 Performance Review Mechanism

Quarterly performance reviews shall be conducted covering:

- SLA adherence
- System performance
- Security posture
- Pending issues & resolutions Non-compliance may attract penalties or corrective action.

### 4 Subcontracting Restriction Clause

The bidder shall **not subcontract, outsource, or assign** any portion of the scope without prior written approval from the Department. Unauthorized subcontracting shall be treated as breach of contract.

### 5 Limitation of Liability

Except in cases of fraud, willful misconduct, or breach of confidentiality, the total liability of the bidder shall not exceed the **total contract value**. However, liability related to data breach or IP infringement will be unlimited.

### 6 Compliance with Labour Laws

The bidder shall comply with:

- Minimum Wages Act
- EPF & ESIC regulations
- Labour Welfare Acts The Department will not be liable for any labour disputes or non-compliance by the bidder.
- However it is not required in this bid.

### 7 Indemnity Clause

The bidder shall indemnify and hold the Department harmless from any claims, losses, damages, legal expenses, penalties, or regulatory actions arising from:

- Data breaches
- IP violations
- Non-compliance with laws



- Vendor misconduct or negligence

#### **8 Enhanced Arbitration Clause**

In case of disputes, the following process shall apply:

- Mutually appointed sole arbitrator
- Proceedings under Arbitration & Conciliation Act, 1996
- Venue: [City Name]
- Language: English
- Arbitration award shall be binding on both parties

#### **9 Governing Law**

This agreement shall be governed by the laws of India. Exclusive jurisdiction shall be courts located in **New Delhi**.

**I understand and accept all conditions.**

.....  
(Bidder's Signature with date)

.....  
(Name and designation)  
Duly authorized to sign bid for and on behalf of.....  
[name & address of Bidder and seal of company]



### (Annexure C)

### Draft Contract Agreement

This Contract Agreement (hereinafter referred to as the "Agreement") is executed on this \_\_\_\_ day of \_\_\_\_\_, 20 at \_\_\_\_\_, between:

(1) [Department/Organization Name], a Government Department having its office at \_\_\_\_\_, hereinafter referred to as the "Department" or "Purchaser",

AND

(2) [Bidder Name], a company incorporated under the Companies Act, 2013 having its registered office at \_\_\_\_\_, hereinafter referred to as the "Contractor" or "Service Provider",

(Collectively referred to as the "Parties").

---

#### 1. Scope of Work

The Contractor shall design, develop, integrate, test, deploy, support, and maintain the Employee Portal and Biometric Attendance Integration System as detailed in the Tender Document, including all deliverables, specifications, and annexures.

The complete scope includes:

- Employee Portal Development
- SAP S/4HANA Integration
- Attendance Evaluation Engine
- Biometric Integration
- Deployment & Training
- Warranty Support
- Free software upgradation & RISE compatibility during warranty

---

#### 2. Contract Value

The total contract value shall be ₹\_\_\_\_\_ (Rupees \_\_\_\_\_). All payments shall be made as per Payment Terms defined in the Tender Document.

---

#### 3. Duration of Contract

The duration of this contract shall be:

- **Project implementation period:** As per Project Timeline
- **Warranty period:** 12 months post Go-Live
- **AMC (if opted):** \_\_\_\_ years

---

#### 4. Security Deposit

The Contractor shall submit a Security Deposit of **5% of PO value** within 10 days of PO issuance. Failure to comply will result in cancellation and forfeiture of EMD.

---

#### 5. Performance Bank Guarantee (PBG)

If applicable, the Contractor shall submit a PBG of **3–10% of contract value**, valid for the entire contract duration + 60 days.

---

#### 6. Intellectual Property Rights (IPR)

All software, source code, APIs, documentation, configurations, and deliverables developed during the project shall be the **exclusive property of the Department**.



## **7. Payment Terms**

Payments shall be made milestone-wise as per the Tender Document, subject to satisfactory completion and submission of deliverables.

---

## **8. Service Levels & Penalties**

SLA adherence shall be monitored monthly. Penalties imposed shall follow the SLA Matrix and Penalty Clauses defined in the Tender Document.

---

## **9. Confidentiality and Data Protection**

The Contractor shall:

- Comply with IT Act 2000/2008, SPDI Rules, and CERT-In guidelines.
- Protect all personal, biometric, payroll, and sensitive data.
- Maintain confidentiality even after contract termination.

## **10. Subcontracting**

No subcontracting or outsourcing is allowed without explicit written approval from the Department.

## **11. Audit Rights**

The Department reserves full rights to audit the Contractor's processes, systems, and controls at any time.

---

## **12. Liquidated Damages (LD)**

LD shall apply for delays as per tender: **1% per week**, maximum **10% of contract value**.

---

## **13. Termination**

### **13.1 Termination for Default**

The Department may terminate the contract for non-performance, violation, fraud, or non-compliance.

### **13.2 Termination for Convenience**

The Department (AIESL) may terminate the agreement with **30 days' notice**.

---

## **14. Force Majeure**

Neither party shall be liable for non-performance due to circumstances beyond control. Notice must be given within 7 days of occurrence.

---

## **15. Governing Law & Arbitration**

This agreement shall be governed by laws of India. Any disputes shall be settled through arbitration under the Arbitration and Conciliation Act, 1996. Venue: **New Delhi**

---

## **16. Entire Agreement**

This Agreement together with the Tender Document, the Bidder's Proposal, and all Annexures constitutes the full and final understanding between the parties.

## **17. Signatures**

<b>For the Department</b> Name: _____ Designation: _____ Signature: _____ Date: _____ Seal: _____	<b>For the Contractor</b> Name: _____ Designation: _____ Signature: _____ Date: _____ Seal: _____
--	--



## (Annexure D)

### Non-Disclosure Agreement (NDA)

This **Non-Disclosure Agreement ("Agreement")** is made and entered into on this \_\_\_\_\_ day of \_\_\_\_\_, **20**, by and between:

**1. AI Engineering Services Limited**, a Government of India enterprise, having its registered office at \_\_\_\_\_, hereinafter referred to as "**AIESL**" or "**Party 1**",

**AND**

**2. [Successful Bidder Name]**, a company incorporated under the Companies Act, 2013, having its registered office at \_\_\_\_\_, hereinafter referred to as "**Successful Bidder**" or "**Party 2**".

AIESL and the Successful Bidder shall collectively be referred to as the "**Parties**".

---

#### **1. Purpose**

The Parties wish to enter into discussions and contractual engagement for development, deployment, integration, and maintenance of the Employee Portal and Biometric Attendance System. In the course of performing the Project, Party 2 may have access to confidential, operational, technical, financial, employee-related, and sensitive data of Party 1.

This NDA is executed to ensure confidentiality of all such information.

---

#### **2. Definition of Confidential Information**

"Confidential Information" shall include but not be limited to:

- Employee data, payroll data, biometric data, attendance logs
- SAP system data, configurations, middleware logs
- Technical, operational, business, and financial information
- Source code, APIs, documentation, designs, and architecture
- Credentials, access details, and system configurations
- Any non-public information disclosed verbally, electronically, or in written form

---

#### **3. Obligations of the Successful Bidder (Party 2)**

Party 2 agrees to:

- Maintain strict confidentiality of all information received from AIESL



- Use the Confidential Information solely for the purpose of delivering services under the contract
- Restrict disclosure to employees strictly on a "need-to-know" basis
- Ensure its personnel, subcontractors, agents, and representatives comply with this Agreement
- Protect Confidential Information using industry-standard security measures
- Not copy, store, transmit, or process Confidential Information outside India
- Not disclose Confidential Information to any third party without prior written consent from AIESL

---

#### **4. Data Protection & Compliance**

Party 2 shall comply with:

- Information Technology Act 2000 & IT Amendment Act 2008
- SPDI (Sensitive Personal Data or Information) Rules 2011
- CERT-In Guidelines
- Data Privacy Directives of Government of India
- AIESL's internal security & data protection policies

A data breach, unauthorized disclosure, or misuse shall be treated as a material breach.

---

#### **5. Return or Destruction of Information**

Upon completion, termination, or expiration of the project, Party 2 shall:

- Return all Confidential Information, OR
- Destroy the information and provide a **Data Erasure Certificate** within 15 days

Party 2 shall not retain any copy in any form.

---

#### **6. Duration**

This NDA shall remain in effect:

- During the contract period, AND
- For **five (5) years** after completion or termination of the contract

---

#### **7. Indemnity**

The Successful Bidder shall indemnify AIESL against all losses, damages, liabilities, penalties, legal expenses, and claims resulting from:

- Data breach



- Unauthorized disclosure
- Violation of confidentiality obligations
- Breach of IT Act or SPDI Rules

---

## 8. Governing Law & Jurisdiction

This NDA shall be governed by the laws of India. Any dispute arising shall be subject to the jurisdiction of the courts located in [City Name].

---

## 9. No License

Nothing in this Agreement grants Party 2 any license or ownership rights over AIESL's data, software, or intellectual property.

---

## 10. Signatures

For the Department	For the Contractor
Name: _____	Name: _____
Designation: _____	Designation: _____
Signature: _____	Signature: _____
Date: _____	Date: _____
Seal: _____	Seal: _____



## (Annexure E)

### Compliance Declaration Certificate

This **Compliance Declaration Certificate** must be submitted by all bidders on their official letterhead, duly signed and stamped.

---

#### COMPLIANCE DECLARATION CERTIFICATE

To, **AI Engineering Services Limited (AIESL)** [Address]

Subject: *Compliance Declaration for Tender – Development of Employee Portal with SAP S/4HANA Integration & Biometric Attendance System*

Sir/Madam,

I/We, the undersigned, hereby declare that:

1. **We have read, understood, and fully comply** with all terms, conditions, specifications, scope of work, and legal requirements mentioned in the Tender Document, including all annexures.
2. We confirm compliance with the following:
  - Information Technology Act 2000 & IT Amendment Act 2008
  - SPDI Rules 2011
  - CERT-In Cybersecurity Guidelines
  - MeitY Data Localization Directives
  - GeM Terms & Conditions
  - Labour Laws and all applicable statutory norms
3. We confirm that:
  - All information submitted in our bid is true, correct, and verifiable.
  - No suppression or misrepresentation has been made.
  - We have not been blacklisted by any Government / PSU / Autonomous Body.
  - We agree to mandatory VAPT, audit rights, source code submission, and security compliance.
  - We will provide free upgrade/migration support for SAP RISE or any upgraded SAP platform during warranty.
4. We confirm acceptance of:
  - Security Deposit requirement (5% of PO value)
  - Penalties, LD, SLA obligations, and termination clauses
  - Arbitration and jurisdiction terms
  - Confidentiality, IP rights, and data ownership terms
5. We agree to abide by all decisions of AIESL regarding bid evaluation and contract award.

We hereby certify that all statements and commitments made in our bid are fully compliant with the tender requirements.

**Authorized Signatory:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Seal of Bidder:** \_\_\_\_\_



## (Annexure F)

### OEM Authorization Certificate Format

(To be printed on OEM's official letterhead)

#### OEM AUTHORIZATION CERTIFICATE

Date: \_\_\_\_\_

To, **AI Engineering Services Limited (AIESL)** [Address]

Subject: *OEM Authorization for Supply, Integration & Support of Biometric Devices / Software Components*  
Sir/Madam,

This is to certify that:

1. **We, [OEM Name],** are the Original Equipment Manufacturer (OEM) of the following product(s):
  - Biometric Attendance Devices (Face/Card/Liveness)
  - Associated Firmware, SDK, Drivers, and APIs
  - Integration Components required for SAP/Employee Portal connectivity
2. **We hereby authorize [Bidder Name] to:**
  - Participate in the tender issued by AIESL
  - Supply our OEM-certified biometric devices
  - Integrate the devices with the Employee Portal Portal and SAP S/4HANA systems
  - Provide installation, commissioning, warranty, and technical support
3. **We confirm that:**
  - The bidder is our **authorized partner/system integrator** for India.
  - All devices supplied through the bidder will be **genuine, new, and covered under OEM warranty.**
  - We will provide backend support, spare parts, firmware updates, and technical assistance whenever required.
  - We agree to support the bidder during the **entire project duration**, including warranty & AMC periods.
4. **We further certify that:**
  - We comply with all Indian IT security regulations.
  - Our products meet the specifications listed in the Tender Document.
  - We shall remain responsible for addressing any OEM-level technical issues.

This certificate is issued at the request of **[Bidder Name]** for submission to AIESL's tender.

---

#### For OEM (Original Equipment Manufacturer)

Authorized Signatory: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Contact: \_\_\_\_\_

Email: \_\_\_\_\_

OEM Seal: \_\_\_\_\_



## Local Content (Make-in-India) Self-Certification (Annexure G)

(To be submitted on bidder's official letterhead)

### SELF-CERTIFICATION OF LOCAL CONTENT

Date: \_\_\_\_\_

To, AI Engineering Services Limited (AIESL) [Address]

Subject: *Self-Certification of Local Content under Public Procurement (Preference to Make in India) Order, 2017 and its Amendments*

Sir/Madam,

I/We, the undersigned, hereby certify that:

1. Our offered products/services under this tender comply with the minimum Local Content requirements as per the Public Procurement (Preference to Make in India) Order, 2017, and amendments issued by DPIIT.

2. The Local Content for our supplied items/services is as follows:

Item / Component	Country of Origin	Local Content (%)
Biometric Devices	_____	_____ %
Software / Employee Portal Development	India	_____ %
Integration Components	_____	_____ %
Any Other Item	_____	_____ %

3. We confirm that:

- o Local Content is calculated as per the formulas and rules defined in the DPIIT order.
- o The value addition has been carried out in India.
- o Supporting documents/evidence shall be provided upon request by AIESL or any competent authority.

4. We understand that:

- o False declarations will lead to penal action, including debarment, contract termination, and legal proceedings.
- o AIESL reserves the right to audit and verify the Local Content claim at any time.

---

### DECLARATION

I/We hereby declare that the information furnished above is true and correct to the best of my/our knowledge. If any information is found to be incorrect, we agree that our bid may be rejected and appropriate action may be taken.

---

Authorized Signatory: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Seal of Bidder: \_\_\_\_\_



**(Annexure H)**

**Undertaking for Non-Blacklisting**

(To be submitted on bidder's official letterhead)

**UNDERTAKING FOR NON-BLACKLISTING**

Date: \_\_\_\_\_

To, AI Engineering Services Limited (AIESL) [Address]

Subject: *Undertaking for Non-Blacklisting*

Sir/Madam,

I/We, the undersigned, hereby certify that:

1. **Our firm/company has not been blacklisted**, suspended, debarred, or barred from participating in any Government of India, State Government, PSU, Autonomous Body, or any public sector tender as on the date of this declaration.
2. We further certify that:
  - No criminal case is pending against the company or its directors/partners.
  - No investigation by vigilance/CBI/ED or any law enforcement agency is pending that may affect our ability to perform contractual obligations.
  - We have not been declared ineligible for corrupt, fraudulent, or unethical practices.
3. In case any false information or suppression of facts is detected at any stage:
  - Our bid may be rejected,
  - Contract (if awarded) may be terminated,
  - Appropriate legal and administrative action may be taken,
  - Security Deposit/EMD may be forfeited.
4. This undertaking is provided in accordance with the requirements of the Tender for *Development of Employee Portal with SAP S/4HANA Integration & Biometric Attendance System*.

---

**DECLARATION**

I/We hereby declare that the information furnished above is true and correct. We understand that any misrepresentation or false declaration may lead to disqualification.

---

**Authorized Signatory:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Seal of Bidder:** \_\_\_\_\_



## (Annexure I)

### Past Performance / Work Experience Certificate Format

(To be submitted on the bidder's letterhead or issued by the client organization)

---

#### PAST PERFORMANCE / WORK EXPERIENCE CERTIFICATE

Date: \_\_\_\_\_

This is to certify that **[Bidder Name]**, having its registered office at **[Address]**, has successfully completed/has been executing the following projects relevant to the scope of the tender for *Development of Employee Portal with SAP S/4HANA Integration & Biometric Attendance System*.

---

#### PROJECT DETAILS

Sr. No.	Client Organization	Project Title & Scope	Start Date	End Date / Ongoing	Project Value (₹)	Status	Contact Person (Client)	Contact Details
1								
2								
3								

#### CERTIFICATION

This is to certify that the above-mentioned projects were completed/executed:

- In accordance with contractual terms and technical specifications.
- Within acceptable quality parameters.
- Without any major penalties, blacklisting, or termination due to non-performance.
- To the satisfaction of the client organization.

If the work is ongoing, the performance of the bidder is satisfactory as of the date of issuance of this certificate.

---

#### DECLARATION BY BIDDER (If Self-Certified)

I/We hereby declare that the information provided above is true, correct, and supported by work orders, completion certificates, or client-issued letters, which shall be produced on demand.

---

#### ISSUED BY CLIENT (If Verified by Client)

Authorized Signatory: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Organization: \_\_\_\_\_

Date: \_\_\_\_\_

Seal: \_\_\_\_\_



### (Annexure J)

#### **Bid Security Declaration (GeM-Compliant)**

(To be submitted on Bidder's official letterhead)

#### **BID SECURITY DECLARATION**

Date: \_\_\_\_\_

**To, AI Engineering Services Limited (AIESL)**

[Address]

Subject: *Bid Security Declaration in lieu of EMD – GeM Compliant*

Sir/Madam,

I/We, the undersigned, hereby submit this **Bid Security Declaration** for the tender titled: "**Development of Employee Portal with SAP S/4HANA Integration & Biometric Attendance System.**"

In accordance with the requirements of Government e-Marketplace (GeM) procurement guidelines, we declare as follows:

1. **We understand that, according to the conditions of the tender, bids must be supported by a Bid Security Declaration in lieu of EMD.**
2. **We accept that if we withdraw or modify our bid during the bid validity period, or fail to sign the contract or fail to submit the Performance Security / Security Deposit after award of contract, then AIESL may take the following action:**
  - Debar our firm from participating in any procurement on GeM for the period specified under GeM rules.
  - Reject our bid and initiate appropriate administrative action.
3. We understand that this declaration shall be executed in accordance with the GeM General Terms & Conditions and is legally binding.
4. We hereby confirm that:
  - We have not withdrawn, modified, or attempted to influence the bid process.
  - We shall comply with all bid conditions until the contract is awarded and executed.
5. We understand that this declaration is valid for the entire bid validity period as specified in the tender document.

---

#### **DECLARATION**

I/We declare that the information provided is true and correct. Any violation shall invite action as per GeM rules and applicable laws.

---

**Authorized Signatory:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Seal of Bidder:** \_\_\_\_\_



**(Annexure E)**

**(Form 5)**

**Undertaking to Accept All Terms and Conditions of the Bid**

(To be submitted on Bidder's official letterhead)

**UNDERTAKING TO ACCEPT ALL TERMS AND CONDITIONS OF THE BID**

Date: \_\_\_\_\_

To, **AI Engineering Services Limited (AIESL)** [Address]

Subject: *Undertaking to Accept All Terms and Conditions of the Tender*

Sir/Madam,

I/We, the undersigned, hereby declare that:

1. We have carefully read, understood, and unconditionally accept all terms, conditions, specifications, clauses, and requirements mentioned in the tender titled:

**"Development of Employee Portal with SAP S/4HANA Integration & Biometric Attendance System."**

2. We confirm acceptance of the following without any deviation:

- Scope of Work (Employee Portal, SAP Integration, Biometric Integration)
- Technical Specifications & Compliance Requirements
- Service Level Agreements (SLAs)
- Security Standards, IT Act Compliance, and Data Privacy Requirements
- Payment Terms, Delivery Schedules, and Penalty Clauses
- Liquidated Damages, Termination Clause, Arbitration & Jurisdiction
- Security Deposit (5% of PO Value)
- Bid Evaluation Method (L1 / Least Cost Method)
- Warranty obligations including free support for SAP RISE upgrades

3. We undertake that:

- We will not seek any alteration, relaxation, or modification in the tender conditions after submission of the bid.
- All commitments made in the bid are binding on us.
- Any non-compliance may result in rejection of our bid, forfeiture of applicable securities, or other actions by AIESL as per rules.

4. We confirm that we fully understand the obligations of the tender and agree to perform all responsibilities as per contract conditions if selected.

---

**DECLARATION**

I/We certify that the information provided above is true and correct and that we accept all terms and conditions of the tender in totality.

---

**Authorized Signatory:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Seal of Bidder:** \_\_\_\_\_

## Annexure-L (work scope)

### Biometric Device Technical Specifications

Note:

- Bidder should submit all relevant data sheets/brochures of the quoted items and should also available in respective OEM's official website.
- Bidder should indicate items mentioned in OEM data sheet / brochure by marketing the serial no. as mentioned in minimum specification.
- Bidder should quote make, model and part no of the quoted item.
- OEM Authorization: An authorization letter from Original Equipment Manufacturer (OEM) shall be mandatory. The letter must remain valid for entire duration of the bid and supply period.
- Service Levels: The response time for attending to any reported issue shall be twenty-four (24) hours, and the resolution time for the same shall not exceed seventy-two (72) hours.
- Penalty: A penalty may be imposed on vendor in case of any delay in delivery, installation, or in providing the required services as per agreed timelines.
- Service provider to provide spare device at the locations where the installed device is not working and under troubleshooting under warranty clause to avoid work stoppage and no extra charge will be paid by AIESL.

Qty.	<b>90 Nos</b>
Make	
Model	
Part No.	

Sr.No.	Parameter	Technical Details	Compliance (Y/N)	Remarks, if any
1	Display	5-inch Touch Screen		
2	Face Capacity	6000		
3	Card Capacity	10000		
4	Transactions	2,00,000		
5	Operation System	Linux/others		
6	Standard Function	Facial Recognition, ID Card, Tamper Switch Alarm		
7	Hardware:			
		CPU: 900MHz Dual Core		
		Memory: 512 MB RAM		
		Camera: 2 MP		
8	Communication:			
		TCP/IP		
		Wi-Fi		
9	Facial Recognition Speed	≤1s		
10	Operating Humidity	20%-80%		
11	Operating Temperature	0°C- 45 °C		

12	Anti Spoofing Protection			
	Software Features			
13	Centralized Control	Centrally managed software platform		
14	User Management	Role-based login, operator-level access control		
15	Audit Logs	Search and tracking tools for authorized users		
16	Multi-user Access	Supports multiple concurrent users		
17	Database	Secure SQL/MySQL etc		
18	Compliance	BIS compliant		
	Communication Security			
19		HTTPS / SSL / TLS 1.2 or higher		
20	Integration	SAP ERP etc		
	Training and Installation			
21	Installation Support	On-site installation and commissioning by certified engineer		
22	Training	Comprehensive training for administrator and operator (on-site / online)		
23	Documentation	Installation guide, user manual, and maintenance checklist		
24	Warranty Support	Minimum 1-year on-site service warranty including bracket		
25	After-Sales Support	Remote technical assistance and software updates provided		

## Employee Portal – Functional Specifications

### 1. Employee Profile

#### Personal Data

- Employees can view personal information such as full name, date of birth, gender, nationality, marital status, etc.
- Data changes can be submitted through Employee Portal and routed through approval workflow where required (Family data, Previous Experience, Qualification, Address Change)
- Approved changes automatically sync to SAP HR master data.

#### Official Data

- Displays employee's organizational details including company code, business unit, department, position, reporting manager, grade, and cost center.
- Data is read-only for employees and maintained by HR via SAP.

#### Address – Permanent & Correspondence

- Employees can update residential and correspondence addresses.
- Change requests go through approval workflow.
- On approval, data is synchronized to SAP.

#### Communication Details

- Update and maintain contact information such as mobile number, personal email ID, and emergency contact person details.
- Validations implemented to ensure data accuracy (format, duplication, mandatory fields).

#### Family Details

- Employees can directly add/edit dependent details including spouse, children, parents, and nominees.
- Fields include relationship, DOB, dependency status, and identification documents.



- Data synchronized with SAP for benefits and statutory processing.

#### **Academic Qualifications**

- Capture highest/other qualifications with institution name, course, year of passing, grade, etc.
- Allows uploading supporting documents.

#### **Certificates**

- Maintenance of professional certifications (SAP, technical, compliance training, etc.).
- Document upload facility for certificate copies.
- Used for skill mapping and reporting.

#### **Previous Experience**

- Capture past employment history including company name, designation, tenure, and experience years.
- Useful for résumé management and validation for compensation structure.

#### **Integration with SAP & Employee Portal**

- Master data maintained on Employee Portal automatically updates SAP via API/integration.
- Any changes approved in Employee Portal reflect in real time or scheduled batch update in SAP HR.

## **2. Leave Management**

#### **Leave Accruals as per Policy**

- System auto-calculates leave accrual based on policy rules (monthly/yearly accrual, pro-rata eligibility, carry forward limits).
- Leave balances updated automatically.

#### **Historical Leave Data Migration**

- Existing leave balances for all employees migrated from legacy systems or SAP into the Employee Portal portal at go-live.
- Validation and reconciliation completed before production start.

#### **Leave Apply / Edit / Withdraw**

- Employees can apply for leave using calendar view.
- Employees may edit or withdraw requests prior to approval.
- Leave types and balance validation enforced at submission time.

#### **Outside Duty – GPS-Based Attendance or Leave**

- Employees can submit field duty / outdoor work leave or attendance based on GPS location stamping from the portal/mobile interface.
- Location coordinates stored for audit and validation purposes.

#### **Short Attendance Requests**

- Employees can apply for short leave or request adjustment for late coming or early going as per company policy.
- Requests flow through manager approval.

#### **Approval Workflow**

- Multi-level approval structure configurable (Manager → HR, etc.).
- Email/system notifications sent to approvers.
- SLA and escalation options supported.

#### **Team Calendar**

- Managers can view consolidated leave calendar of all team members for planning purposes.
- Displays approved leaves clearly against work schedules.

#### **SAP Payroll Integration**

- On final leave approval, leave consumption data automatically updates SAP payroll for salary deduction or paid leave processing.

#### **Leave Encashment**

- Employees can view cashable leave balance as per company policy.
- System validates eligibility based on leave type, minimum balance rules, and policy constraints.



- Approval workflow aligned with HR/Finance for validation.
- Approved leave encashment data automatically integrated with SAP payroll for payout processing.

### Leave Reports

- **Leave Entitlement Report** – Displays annual quota granted per employee.
- **Leave Balance Report** – Real-time view of utilized and remaining balances by leave type.

## 3. Work Schedules / Rosters

### Daily Work Schedules

- Define and assign daily working hours, shifts, weekly offs, and break times at employee or location levels.

### Shift Mapping Configuration

- Multiple shift templates supported.
- Employees mapped to shifts manually or via bulk upload utility.

### Holiday Calendar

- Location-specific and company-wide holiday calendars.
- Integrated with attendance calculation logic.

### Employee View

- Employees can view assigned shifts, rosters, and holiday calendars through Employee Portal.

### Manager View

- Managers can view work schedule/rostering of their team for workforce planning.

### Roster Upload Utility

- Bulk upload of rosters (Excel templates).
- Validation checks during upload for errors or overlaps.

### Manual Roster Change

- Managers can adjust shifts manually on individual basis with approvals.

### Reports

- **Work Schedule Master Report** – Consolidated mapping of shifts and employees.
- **Employee Work Schedule Report** – Individual shift details for each employee.

## 4. Biometric Integration

### Installation of Devices

- Biometric attendance machines installed at ~90 locations across India.
- All devices integrated with central Employee Portal attendance server.

### On Hiring

- Employee mini-master automatically sent from SAP/ Employee Portal to biometric devices for enrolment.
- Employee biometric details mapped to employee code.

### On Transfer

- Employee profile updated on target biometric machines for continued access.

### On Suspension / Separation

- Access removed automatically from biometric systems.
- Prevents unauthorized attendance marking.

### Attendance Data Upload

- Real-time IN/OUT punches transferred via API into Employee Portal.
- Data validated before attendance calculation.

### Reprocessing Capability

- In case of transmission failure or device offline scenarios:
  - Manual re-sync of biometric data supported.
  - Recalculation of attendance records can be triggered.

## 5. Attendance Management

### Attendance View

- Employees view daily attendance details:
  - In time, out time, working hours, late arrival, early departure status.

### **Mis-Punch Regularization**

- Employees can submit correction requests (missed punch, wrong punch).
- Reasons mandatory with supporting comments.

### **Approval Workflow**

- Requests routed to reporting managers.
- Approval triggers updated attendance calculations.

### **Attendance Policy Configuration**

- Rules setup:
  - Grace periods, late marks, half day/full day rules.
  - Overtime eligibility.
  - Weekly offs and holidays treatments.

### **Time Evaluation**

- Attendance automatically evaluated based on punch data and shift calendars.
- Outputs include:
  - Present/Absent status
  - Late or early flags
  - Overtime calculations

### **Attendance Register**

- Consolidated monthly attendance statements per employee.

### **Overtime Register**

- Tracks overtime eligible hours for payroll integration.

### **Compensatory Off Register**

- Earned Comp-Off available for adjustment against leaves.

### **SAP Payroll Integration**

- Final attendance data pushed into payroll for wage processing, deductions, overtime payments.

## **6. Payslip Management**

### **Payslip View**

- Employees can access monthly payslips securely through Employee Portal.
- Payslips can be downloaded in PDF format.

### **SAP Payroll Integration**

- Payroll run in SAP triggers automatic upload of finalized payslips into Employee Portal.

## **7. Form 16**

### **Form Upload**

- Finance uploads NSDL Form-16 documents for employees' year-wise.

### **Employee Access**

- Employees can securely view and download Form-16 by financial year through Employee Portal.

## **8. Circulars & Notifications**

### **HR Upload**

- Version-controlled upload of circulars, announcements, notices, etc.

### **Employee Access**

- Employees can access published circulars on the portal.
- Archive of historical circulars available.

## **9. Policies**

### **Policy Upload**

- HR uploads HR policies categorized by type (leave, travel, conduct, etc.).



- Version control enabled.

### **Employee View**

- Employees can browse policies anytime from Employee Portal portal.

## **10. Reports**

### **Employee Master Reports**

- Basic employee listing and detailed master data reports.

### **Job Monitoring Reports**

- Tracks background jobs processing (biometric syncs, payroll data push, etc.).

### **Time Management Reports**

- Attendance summary, late coming report, absenteeism list, overtime summary, comp-off status.

### **User Master Reports**

- Active/inactive user lists with roles assigned.

## **11. User Management**

### **User Creation**

- Automatic creation of Employee Portal user accounts on hiring via SAP HR data.

### **User Deactivation**

- Triggered during separation to disable portal access.

### **Password Reset**

- Self-service password reset with OTP/email authentication or admin-assisted reset.

## **12. Role Management**

### **Role Creation & Configuration**

- Define portal access roles (Employee, Manager, HR Admin, Payroll team, etc.).

### **Role Assignment**

- Assign roles to users individually or via mass upload.
- Controls menu visibility and access rights.

## **13. Notifications**

### **Dashboard Birthdays**

- Employees can see daily team birthdays on their dashboard.
- Employees can see daily team anniversary on their dashboard

(Applicable to all employees; appears as soft notifications on login)

## **14. Dashboards**

### **Manager Dashboard – Employee Master**

- Headcount statistics by department/location
- New joiners and separations
- Pending profile approvals

### **Manager Dashboard – Time Management**

- Attendance KPIs
- Leave trends and approvals pending
- Late arrival and absenteeism summaries

### **Management Dashboard**

- Enterprise-wide analytics:
  - Attendance percentage
  - Leave utilization trends
  - Overtime and productivity indicators
  - Manpower distribution
- Graphical representation for quick decision-making.

## **Deliverables**

The vendor shall deliver:

- Requirement Specification Document
- System Design & Architecture Document
- UI/UX designs and prototypes
- Fully functional software with all modules
- Integration adapters and services
- Test scripts, reports, and UAT sign-off
- User and admin Manuals
- Training materials
- Deployment Documentation

## Service Level Requirements

- Minimum 99% application uptime
- Defined response and resolution timelines
- Monthly Scheduled health checks and performance reviews
- Bug fixing and patch deployment

## Warranty & Support

- Minimum warranty of 12 months post Go-Live
- Extended AMC options

Sr. No	Employee Portal Features	Compliance (Y/N)	Remarks, if any
1	Employee Profile		
2	Leave Management		
3	Work Schedules / Rosters		
4	Biometric Integration		
5	Attendance Management		
6	Pay slip Management		
7	Form 16		
8	Circulars & Notifications		
9	Policies		
10	Reports		
11	User Management		
12	Role Management		
13	Notifications		
14	Dashboards		

## DECLARATION

I/We certify that the compliances provided above is true and correct and that we accept all terms and conditions of the tender in totality.

**Authorized Signatory:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Seal of Bidder:** \_\_\_\_\_