



ARIAS SOCIETY

Assam Rural Infrastructure and Agricultural Services Society

(An Autonomous Body of the Govt. of Assam)

Project Management Unit (PMU) of the World Bank financed

Assam Citizen Centric Service Delivery Project (ACCSDP)

Agriculture complex, Khanapara, G.S. Road, Guwahati-781022 (Assam, India)

Tel: +91 361-2332125; email: spd@arias.in; website: www.arias.in

World Bank financed
Assam Citizen Centric Service Delivery Project (ACCSDP)
[Project ID: P150308, IBRD Loan No. 8754-IN]

Request for Quotation (RFQ)
for Procurement of Software for remote monitoring of
Internet Connectivity, ICT Equipments and
Biometric attendance etc.

RFQ No: ARIASS/ACCSDP/187/2019/80,
Dated: 14th February, 2020

World Bank financed
Assam Citizen Centric Service Delivery Project (ACCSDP)
Assam Rural Infrastructure and Agricultural Services (ARIAS) Society
(An Autonomous Body of the Government of Assam)
ARIAS Society, Agriculture Complex, Khanapara, G.S. Road, Guwahati-781022 (Assam)
Tel: 0361-2332125; website: www.arias.in; Email: spd@arias.in
Request for Quotation (RFQ)

RFQ No. ARIASS/ACCSDP/187/2019/80 Dated, Guwahati the 14th February, 2020

Govt. of Assam through Govt. of India, has received a loan from the International Bank for Reconstruction and Development (IBRD) towards the cost of 'ACCSDP'. The State Project Director, ARIAS Society, invites sealed quotations from reputed agencies for **supply of Software with license for remote monitoring of Internet Connectivity, ICT Equipments and Biometric Attendance etc. in about 884 computers, to be placed in 428 Public Facilitation Centre (PFC) and 7 Management-cum-Help Desk centers, along with management support for 24 months.** Further details, along with Technical Specification, Terms & Conditions, etc. may be seen in the detailed RFQ Document available at the url- <http://www.arias.in/procurements.html>. Last date of submission of the Quotation is **02.00 PM (IST) of 2nd March'2020**. Information may also be obtained from the address given above during office hours.

Sd/-
State Project Director
ARIAS Society



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Tel: +91 361-2332125; email: spd@arias.in; website: www.arias.in

RFQ No: ARIASS/ACCSDP/187/2019/80-A

Dated Guwahati the 14th February, 2020

REQUEST FOR QUOTATION (RFQ)

Detailed Procurement Notice

1. Government of Assam, through Government of India, has received a loan from the International Bank for Reconstruction and Development (IBRD) [Project ID: P150308, IBRD Loan No. 8754-IN] towards the cost of Assam Citizen Centric Service Delivery Project (ACCSDP) and it intends to apply part of the proceeds toward payments under the contract for the **supply of Software with license for minimum 24 months for remote monitoring of Internet Connectivity, ICT Equipments and Biometric Attendance etc. in about 884 computers, to be placed in 428 Public Facilitation Centre (PFC) and 7 Management-cum-Help Desk centers, along with management support for 24 months.**
2. Further details, along with Technical Specification, Terms & Conditions, etc. may be seen in this detailed RFQ Document. Information may also be obtained from the address given above from 11.00 am to 04.00 pm (IST) on all working days.
3. The State Project Director (SPD), ARIAS Society now invites separate sealed quotations for the packages mentioned below from eligible bidders for providing the aforementioned software:

Sl.	Package	Description
1	Package-1	Supply of Software with license* for remote monitoring of Internet Connectivity , in about 884 computers, to be placed in 428 Public Facilitation Centre (PFC) and 7 Management-cum-Help Desk centers, along with management support for 24 months.
2	Package-2	Supply of Software with license* for remote monitoring of ICT Equipments (Functionality of Computers & Peripherals) in about 884 computers, to be placed in 428 Public Facilitation Centre (PFC) and 7 Management-cum-Help Desk centers, along with management support for 24 months
3	Package-3	Supply of Software with license* for remote monitoring of Biometric Attendance in about 884 computers, to be placed in 428 Public Facilitation Centre (PFC) and 7 Management-cum-Help Desk centers, along with management support for 24 months

***Note: The software license for all the above three packages shall be minimum for 24 months**

4. Bidders can either quote for one (1) Package or multiple or for all the Packages. Bidders submitting quotations for multiple/all packages must give breakup the package wise breakup of the quoted cost. **The Bidder which is lowest in a particular Package shall be considered for award of contract.**
5. Quotation shall be submitted in a sealed envelope addressed to “**The State Project Director, ARIAS Society, Agriculture Complex, Khanapara, G.S. Road, Guwahati-781022 (Assam)**” on or before **02.00 PM (IST)** on **2nd March’2020** and shall be opened on the same day at **02.15 PM (IST)** in presence of the bidders or their representatives who choose to attend at the office of the undersigned. If the office happens to be closed on the date of opening of the Quotations as specified, the Quotations will be opened on the next working day at the same time. The SPD, ARIAS Society shall not be held liable for any delay in the receipt of Quotations. A Bidder requiring any clarification may send a request by email or may visit the office of the implementing agency at the address given below.
6. The SPD, ARIAS Society reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract, without assigning any reason thereof and without thereby causing any liability to any of the bidder.

Sd/-
State Project Director
ARIAS Society

REQUEST FOR QUOTATIONS
Terms & Conditions

Sub : INVITATION FOR QUOTATIONS FOR SUPPLY OF SOFTWARE WITH LICENSE FOR REMOTE MONITORING OF INTERNET CONNECTIVITY, ICT EQUIPMENTS AND BIOMETRIC ATTENDANCE ETC. IN ABOUT 884 COMPUTERS, TO BE PLACED IN 428 PUBLIC FACILITATION CENTRE (PFC) AND 7 MANAGEMENT-CUM-HELP DESK CENTERS, ALONG WITH MANAGEMENT SUPPORT FOR 24 MONTHS

1. You are invited to submit your most competitive quotation for the following goods:-

Package	Brief Description of the Goods	Specifications	Quantity	Delivery Period from the date supply order	Place of Delivery	Installation Requirement if any
Package-1	#1	As per Annex-1	884 Nos.	One (1) month	Online to all the 884 Computers	Bidder to facilitate remotely
Package-2	#2	As per Annex-2	884 Nos.	One (1) month		
Package-3	#3	As per Annex-3	884 Nos.	One (1) month		

<i>#1: Supply of Software with license* for remote monitoring of Internet Connectivity, in about 884 computers, to be placed in 428 Public Facilitation Centre (PFC) and 7 Management-cum-Help Desk centers, along with management support for 24 months.</i>
<i>#2: Supply of Software with license* for remote monitoring of ICT Equipments (Functionality of Computers & Peripherals) in about 884 computers, to be placed in 428 Public Facilitation Centre (PFC) and 7 Management-cum-Help Desk centers, along with management support for 24 months</i>
<i>#2: Supply of Software with license* for remote monitoring of Biometric Attendance in about 884 computers, to be placed in 428 Public Facilitation Centre (PFC) and 7 Management-cum-Help Desk centers, along with management support for 24 months</i>

***Note: The software license for all the above three packages shall be minimum for 24 months**

2. **Bid Price**

- a) The contract shall be for the full quantity as described above. Corrections, if any, shall be made by crossing out, initialing, dating and re-writing.
- b) All duties, taxes (including GST) and other levies payable by the contractor under the contract shall be included in the total price.
- c) The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
- d) **The Prices should be quoted in Indian Rupees only.**

3. Each bidder shall submit only one quotation.

4. **Validity of Quotation:** Quotation shall remain valid for a period not less than **45 (forty five) days** after the deadline date specified for submission.

5. **Qualification Criteria:** to qualify for award of the contract, the bidder:-

- a) Should have been in the business of developing/selling of similar software, related to the respective package for which bidder is submitting quotation, at least since last 5 (five) years (2014-15, 2015-16, 2016-17, 2017-18 and 2018-19)
- b) Should have sold similar software, related to the respective package for which bidder is submitting quotation, at least for cumulative 1000 users during last 3 (three) years (2016-17, 2017-18 & 2018-19);
- c) Should not be a loss making agency, as per the Bidder's financial statements/Profit & Loss Statements of last 3 years' (2016-17, 2017-18, 2018-19).

The bidder shall provide the documentary evidences to substantiate his qualification against the above criteria.

6. **Conformity:** Bidder shall furnish as part of the Quotation, documentary evidence to substantiate that the software to be supplied conform to the laid down technical specifications & standards, as relevant *e.g. brochure, catalogue, warranty/ guarantee etc. of the manufacturer.*

7. **Submission and Opening of Quotation:**
- a) The RFQ document shall be signed by the bidder in all the pages with official seal.
 - b) Bidders shall ensure deposition of their Quotations in the tender box in the office of the SPD, ARIAS Society on or before 02.00PM of the due date.
 - c) Any quotation received after the dead line for submission shall be rejected & returned to the bidder.
 - d) Opening of Quotation: The quotations shall be opened in the presence of bidders or their authorized representative who wish to be present at the time of opening of bids on due date.
8. **Evaluation of Quotations:** The SPD, ARIAS Society will evaluate and compare the quotations determined to be substantially responsive i.e. which
- a) are properly signed ; and
 - b) conform to the terms & conditions, and technical specifications.
 - c) meets the Qualification Criteria
- The quotations would be evaluated for separately for each item. Bidders can either quote for one (1) Package or multiple or for all the Packages. Bidders submitting quotations for multiple/all packages must give breakup the package wise breakup of the quoted cost. The Bidder which is lowest in a particular Package shall be considered for award of contract.*
9. **Award of contract:** SPD, ARIAS Society will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest evaluated quotation price.
- (a) Notwithstanding the above, the Purchaser reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.
 - (b) The bidder whose bid is accepted will be notified of the award of contract by the Purchaser prior to expiration of the quotation validity period. The terms of the accepted offer shall be incorporated in the purchase order.
10. **Payment Terms and conditions:**
- (a) **70%** payment of the quoted price for the supply of the software along with the related license for 24 months period **shall be made within 30 (thirty)** days after delivery and testing.
 - (b) **30%** payment including for the management support of the software for 24 months period **shall be made in eight (8) quarterly installments** within 30 (thirty) days after receipt of the invoice along with satisfactory generation of monthly Reports as cited in the Technical Specifications.
 - (c) Normal commercial warranty/ guarantee shall be applicable for the software and bidder shall provide free updating of the software over the 24 months period.
 - (d) Payment shall be made only in Indian Rupees.
11. You are requested to provide your offer latest by **02.00 PM (IST) of 2nd March'2020**.
12. We look forward to receive your quotation.

FORMAT OF QUOTATION

(This form shall be submitted only using in official letterhead of the Bidder).

Bidder’s Reference: No..... Dated.....

To,

**The State Project Director
Assam Rural Infrastructure and Agricultural Services (ARIAS) Society
Agriculture Complex, Khanapara, Guwahati- 781022.**

Sub: Quotation against RFQ for Procurement of Software with license for minimum 24 months for remote monitoring of Internet Connectivity, ICT Equipments and Biometric attendance etc. in about 884 computers, to be placed in 428 Public Facilitation Centre (PFC) and 7 Management-cum-Help Desk centers, along with management support for 24 months.

Ref. RFQ No.: ARIAS/ ARIAS/ACCSDP/187/2019/80 dated 14th February, 2020

Sir,

With reference to the RFQ No. cited above for the Procurement of Software for remote monitoring of Internet Connectivity, ICT Equipments and Biometric attendance etc. This quotation along with your written acceptance of it shall constitute a binding contract between us. We understand that you are not bound to accept the lowest or any quotation you receive. I/we hereby confirm that this quotation is valid for **45** days from the deadline fixed for the quotation submission. I/we have thoroughly read and understood all the terms & conditions, technical specifications as contained in the RFQ and agree to abide by them.

Package	Brief Description of the Goods	Specifications	Quantity	Quoted Unit Rate in Rs.	Total Amount	
					In Figures	In Words
Package-1	#1	Please provide as Annex-1	884 Nos.			
Package-2	#2	Please provide as Annex-2	884 Nos.			
Package-3	#3	Please provide as Annex-3	884 Nos.			

<i>#1: Supply of Software with license for remote monitoring of Internet Connectivity, in about 884 computers, to be placed in 428 Public Facilitation Centre (PFC) and 7 Management-cum-Help Desk centers, along with management support for 24 months.</i>
<i>#2: Supply of Software with license for remote monitoring of ICT Equipments (Functionality of Computers & Peripherals) in about 884 computers, to be placed in 428 Public Facilitation Centre (PFC) and 7 Management-cum-Help Desk centers, along with management support for 24 months</i>
<i>#2: Supply of Software with license for remote monitoring of Biometric Attendance in about 884 computers, to be placed in 428 Public Facilitation Centre (PFC) and 7 Management-cum-Help Desk centers, along with management support for 24 months</i>

We agree to supply the above software along with management support for 24 months for Package No.(s). in accordance with the technical specifications for total quoted price of Rs. (amount in figures) (Rupees amount in words) within the period specified in the Invitation for Quotations. We also confirm that the normal commercial warrantee/guarantee shall apply to the offered software during the period of the contract.

Signature of Supplier

Yours faithfully,

- Authorized Signature:
- Date:
- Name & Title of Signatory:
- Name of Bidder:
- Address:

TECHNICAL SPECIFICATIONS

Annex-1: Specifications of Connectivity Monitoring Software Solution for Public Facilitation Center Work-Stations under the World Bank Financed Assam Citizen-Centric Service Delivery Project (ACCSDP)

1. Overview:

- a) ACCSDP is seeking to engage an agency for delivering a Desktop based **Internet Connectivity Monitoring Solution**, for online monitoring of the proposed 428 Public Facilitation Centers (PFC) spread across Assam & 7 Management-cum-Helpdesk Office, all connected to internet via different service providers. The agency shall have to provide the maintenance and support service for the platform for atleast 30 months, which may be extended based on mutually agreed terms & conditions. Details of the software system, database server, web application framework that will be used should be clearly mentioned.
- b) The purpose of the solution is to monitor the internet connectivity at each of the PFC Workstations, spread across Assam, and to raise alerts when there is loss of connectivity during operational hours. The software/tool must be running in the desktop background and user should not be able to kill the process. The data from the PFCs have to be pushed to a central repository.

2. Functional Requirements: The software solution should comply with the following requirement specifications:

- a) The tool must check the connectivity status & speed, every 30 mins for each PFC's respective work-station.
- b) All the reports must be made available via a web based portal, with role based authentication credentials. It should comprise of a dashboard and various tabular reports, drill down reports. Reports Work-Station wise, PFC Wise, District Wise, must be available for specified date-ranges, including users who have logged in to the reports portal to view and download reports.

Illustrative samples report format as under:

SAMPLE FORMAT: 1

PFC Connectivity Status Dashboard (Live) with auto-refresh (illustrative graphical view)

PFC Connectivity Status Dashboard - Todays Date & Time																											
Districts	Total PFC	Online	Offline	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Baksa	13	11	2																								
Barpeta	19	16	3																								
Biswanath	15	15	0																								
Bongaigaon	9	8	1																								
Cachar	23	22	1																								
Charaideo	1	1	0																								
Chirang	8	8	0																								
Darrang	11	10	1																								
Dhemaji	8	7	1																								
Dhubri	18	18	0																								
Dibrugarh	12	12	0																								
Dima Hasao	16	16	0																								
Goalpara	11	9	2																								
Golaghat	14	14	0																								
Hailakandi	9	9	0																								
Hojai	11	9	2																								
Jorhat	11	11	0																								
Kamrup	19	15	4																								
Kamrup Metropolitan	8	8	0																								
Karbi Anglong	15	14	1																								
Karimganj	14	13	1																								
Kokrajhar	9	9	0																								
Lakhimpur	15	14	1																								
Majuli	2	2	0																								
Morigaon	9	7	2																								
Nagaon	24	21	3																								
Nalbari	13	13	0																								
Sivasagar	15	13	2																								
Sonitpur	18	17	1																								
South Salmara-Mankachar	6	5	1																								
Tinsukia	12	11	1																								
Udalguri	11	10	1																								
West Karbi Anglong	6	6	0																								

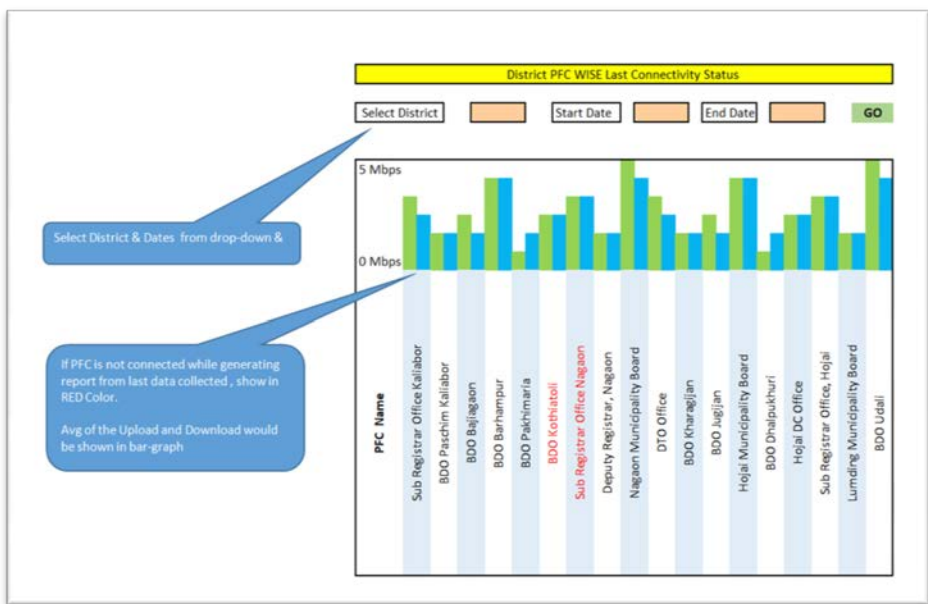
On clicking a cell (highlighted in green (online) /red (offline)), the details of the PFC should pop-up as under:

PFC Name		
Address		
Operation Started from Date		
Parameters	Work-Station -1 (Name)	Work-Station -2 (Name)
Upload Speed		
Download Speed		
Latency		
Number of Tests Today		
Time of Last Test		

The master data of all the PFC sites have to be maintained as and when installation is done.

SAMPLE FORMAT: 2

Graphical PFC wise last bandwidth speed representation. This report should also be available date ranges, reflecting averages of the connectivity speed status.



FORMAT: 3

Illustrative sample tabular report for SLA calculation.

The SLA matrix is as under for reference (it is suggested against the time the minimum bandwidth is mapped, which is referred while preparing the reports (a) & (b))

Avg Time to upload 50 MB of data	Score
Within 25 mins	1.00
25-30 mins	0.75
30-35 mins	0.50
35-40 mins	0.25
greater than 40 mins	0.00

(a) Day wise averages of the mentioned field [the field may change based on requirements] , to calculate the SLA Score

Date	District	PFC ID	PFC Name	Work-station Name	No of Tests	Avg Of Upload	Avg Of Download	Avg Score as per SLA	Operational Connectivity of Work-Station (Successful Connectivity Test %)

(b) Test Wise SLA Score of each of the work-station of the PFC

Select District	Select PFC	Start Date	End Date						
		Generate	Export Excel						
Date	District	PFC ID	PFC Name	Work-station Name	Test Number	Time of Test	Upload Speed	Download Speed	SLA based Score

- (c) The requirements of Reports format / fields may change in due course of the contract period, and should be made available online within 7 days from raising the request.
- (d) Online support for the troubleshooting at desktop level, must be available during operational hours (9 am - 6 pm)
- (e) The dashboard & reports portal should be available for 24X7 with an uptime of 99.95%.
- (f) It will be desirable, that the Solution supports remote updating of the software at PFC Work-station when changes/updates are made.
- (g) Backup of monthly data has to be provided in backup media.
- (h) The data shall be property of ARIAS Society and must be kept confidential and not shared/given access without permission from SPD, ARIAS Society.

Annex-2: Specifications of ICT Equipments Monitoring Software Solution for Public Facilitation Centers under the World Bank Financed Assam Citizen-Centric Service Delivery Project (ACCSDP).

1. **Overview:**

- a) ACCSDP is seeking to engage an agency for delivering a Desktop based ICT Equipments Monitoring Solution, for online monitoring of the proposed 428 Public Facilitation Centers (PFC) spread across Assam & 7 Management-cum-Helpdesk Office, all connected to internet via different service providers. The agency shall have to provide the maintenance and support service for the solution for atleast 3 years, which may be extended based on mutually agreed terms & conditions. Details of the software system, database server, web application framework that will be used should be clearly mentioned.
- b) The solution should provide a daily status and up-time check of the work-stations and peripherals of the PFC across Assam.

2. **Functional Requirements:** The software solution should comply with the following requirement specifications:

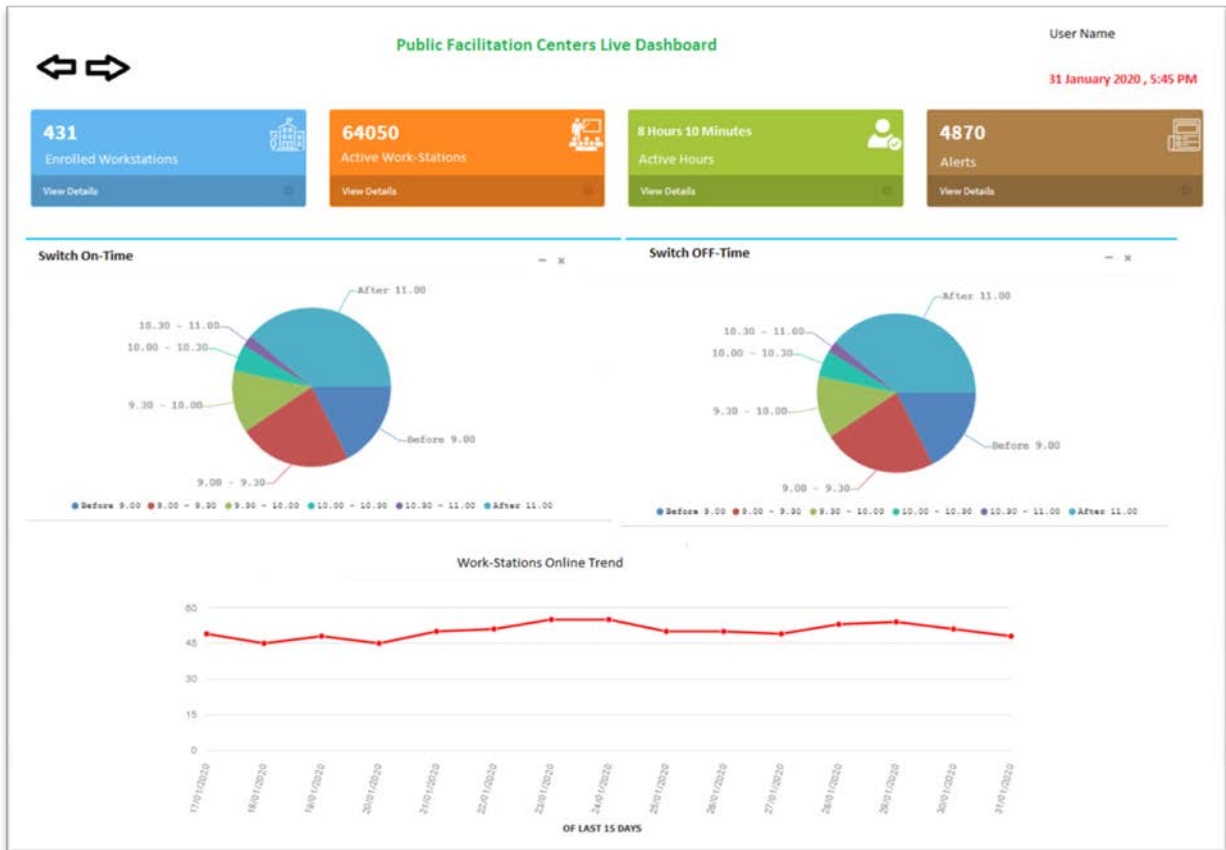
- a) On Switching on the workstation, the PC configuration & attached hardware peripherals must be captured and send (stored locally in case of no internet connectivity, and pushed when connectivity is established).
- b) Finger Print device Status.
- c) Connected MFP Status & Scanner Status.
- d) If the above configuration has changes from previous collected update then an alarm has to be raised in the dashboard/Report section.
- e) Day wise up-time of the each of the work-Station needs to be captured and pushed to a central server.
- f) The data from the PFCs have to be pushed to a central repository. All the reports must be made available via a web based portal, with role based authentication credentials. It should comprise of a dashboard and various tabular reports, drill down reports. Reports Work-Station wise, PFC Wise, District Wise, must be available for specified date-ranges, including users who have logged in to the reports portal to view and download reports.

Illustrative samples tabular report format as under:

The sample report shows the fields [which can be removed or new fields added as per requirements] as mentioned between given dates for District [should be able to select "All" district] for the PFC [should be able to select "All"]. Also feature to export the report to Excel & PDF should be available.

Illustrative sample Dashboard as under (Home Screen):

PFC Connectivity Status Dashboard (Live) with auto-refresh (illustrative graphical view) Also there should be a feature to select date, for viewing previous days data.



Illustrative sample tabular report for SLA calculation of the Computer & Peripherals
 The SLA Matrix calculation is as below, for report 1 and 2 as sample illustration under:

Computer and Peripherals	
Duration of functional availability 9:30 am - 5:30 pm , on working days	Score
more than 480 minutes	1.00
between 480 minutes and 470.4 minutes	1.00
between 470.4 minutes and 432 minutes	0.90
between 432 minutes and 384 minutes	0.80
between 384 minutes and 336 minutes	0.70
between 336 minutes and 288 minutes	0.60
between 288 minutes and 240 minutes	0.50
between 240 minutes and 192 minutes	0.40
between 192 minutes and 144 minutes	0.30
between 144 minutes and 96 minutes	0.20
less than 96 minutes	0.00

Note : A minimum of 10 tests shall be conducted between the period between 9:30 am to 5:30 pm.

ILLUSTRATIVE FORMAT: 1

Work-Station wise report consisting of the mentioned field [the field may change based on requirements], average score calculation for the day.

Date	District	PFC ID	PFC Name	Work-Station Name	CPU	Printer	Printer Ink	Web-Cam	Finger Print Scanner	Monitor1	Monitor2	Scanner	Mouse	Keyboard	router (network equipemnt)	Number of Test	Avg Score of the day

In the Pop-up Box the Description of the status of the particular device is to be shown as captured during the test

ILLUSTRATIVE FORMAT: 2

Test wise report consisting of the mentioned field [the field may change based on requirements], showing the avg. score of the test.

Select District		Select PFC		Start Date		End Date														
				Generate	Export Excel															
Date	District	PFC ID	PFC Name	Test Number	Time of Test	Type of Test (Auto/Forced)	Work-Station Name	CPU	Printer	Printer Ink	Web-Cam	Finger Print Scanner	Monitor1	Monitor2	Scanner	Mouse	Keyboard	router (network equipemnt)	Avg Score of the test	

In the Pop-up Box the Description of the status of the particular device is to be shown as captured during the test

OK

ILLUSTRATIVE FORMAT: 3

Alerts of change / functioning of computer and connected peripherals

Select District		Select PFC		Start Date		End Date		
				Generate	Export Excel			
Date	District	PFC ID	PFC Name	Work-Station	Alert type	Description		

3. The requirements of **Reports format/fields** may change in due course of the contract period, and should be made available online within 7 days from raising the request.
 - i. Online support for the ICT Equipments monitoring, must be available during operational hours (9 am -6 pm)
 - ii. The dashboard & reports portal should be available for 24X7 with an uptime of 99.95%.
 - iii. Solution must support remote updating of the software at PFC Work-station when changes/updates are made.
 - iv. Backup of monthly data has to be provided in backup media.
 - v. The data shall be property of ARIAS Society and must be kept confidential and not shared/given access without permission from SPD, ARIAS Society.

Annex-3: Specifications of Biometric Attendance Software Solution for Public Facilitation Center Staff under the World Bank Financed Assam Citizen-Centric Service Delivery Project (ACCSDP).

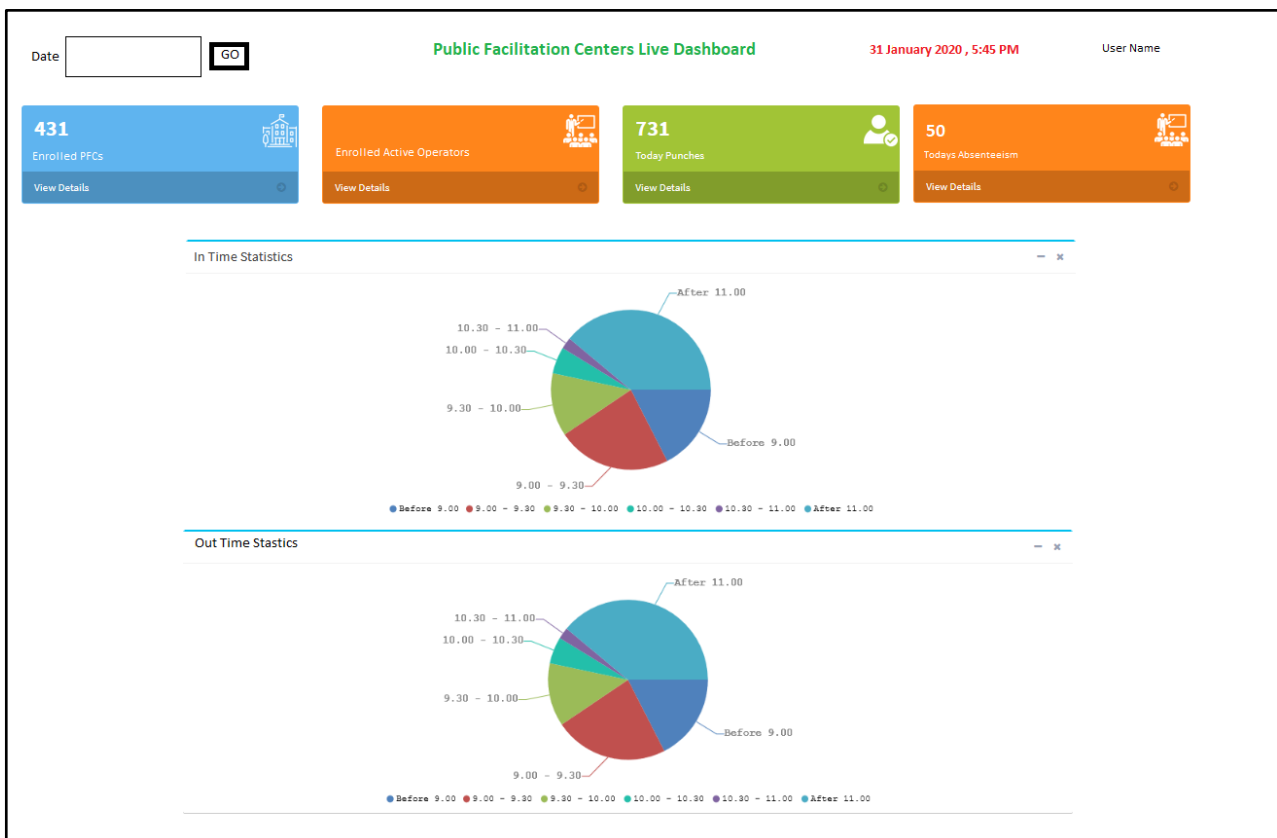
1. Overview:

- a) ACCSDP is seeking to engage an agency for delivering a Desktop based **Biometric Attendance Software Solution**, for online attendance monitoring of the proposed 428 Public Facilitation Centers (PFC) spread across Assam & 7 Management-cum-Helpdesk Office, all connected to internet via different service providers. The agency shall have to provide the maintenance and support service for the platform for atleast 3 years, which may be extended based on mutually agreed terms & conditions. Details of the software system, database server, web application framework that will be used should be clearly mentioned.
- b) USB fingerprint scanner with related driver, STQC certified Optical USB fingerprint sensor with 500 DPI resolutions, platen area of minimum 18mm X 13mm or higher and minimum internet connectivity at the PFC Work-Station shall be provided by ACCSDP.

2. Specifications: The software solution should comply with the following requirement specifications:

- a) The user has to be registered first (minimum 2 fingers from each hand) and his/her authenticated templates would stored securely in the local machine , for future offline login only i.e. offline mode in case of no internet connectivity , with proper time stamp and pushed to the server when connectivity is established. A copy of the templates to be kept in the server for online authentication.
- b) The data from the PFCs have to be pushed to a central repository. All the reports must be made available via a web based portal, with role based authentication credentials. It should comprise of a dashboard and various tabular reports, drill down reports. Attendance reports User wise, PFC Wise, Work-station wise, District Wise, must be available for specified date-ranges, including users who have logged in to the reports portal to view and download reports.

Illustrative sample Dashboard (Home Screen) as under, which by default shows today's Statistics (auto refresh). Also there should be a feature to select date, for viewing previous day's data.



Illustrative samples tabular report format as under:

The sample report shows the fields [which can be removed or new fields added as per requirements] as mentioned between given dates for District [should be able to select "All" district] for the PFC [should be able to select "All"]. Also feature to export the report to Excel & PDF should be available.

Availability % the PFC Operator at the PFC out of the 8 working hours from 9:30AM to 5:30PM on the working days of a month	Score
90.00% or more	1.0
80.00% to <90.00%	0.9
70.00% to <80.00%	0.8
60.00% to <70.00%	0.7
50.00% to <60.00%	0.6
40.00% to <50.00%	0.5
<40.00%	0.0 (No Payment)

Day-Wise PFC Operator Attendance Score, as per above SLA

Select District	Select PFC	Start Date	End Date						
		Generate		Export Excel					
Date	District	PFC ID	PFC Name	Operator Name	Time of First Punch	Time of Last Punch	Total Work-Hours	Work-Station Name	Score as per SLA

Month-Wise PFC Operator Attendance Score, as per above SLA

Select District	Select PFC	Month	Year			
		Generate		Export Excel		
Month	District	PFC Operator Name	Avg First Punch	Avg Last Punch	Avg Daily Work-Hours	Monthly Score as per SLA

Month-Wise PFC Operator absent Report

Select District	Select PFC	Month	Year		
		Generate		Export Excel	
Month	District	PFC Operator Name	Absent Date		

- The requirements of Reports format/fields may change in due course of the contract period, and should be made available online within 7 days from raising the request.
- Online support for the attendance system, must be available during operational hours (9 am -6 pm)
- The dashboard & reports portal should be available for 24X7 with an uptime of 99.95%.
- Solution must support remote updating of the software at PFC Work-station when changes/updates are made.
- Backup of monthly data has to be provided in backup media.
- The data shall be property of ARIAS Society and must be kept confidential and not shared/given access without permission from SPD, ARIAS Society.
