SCC Etender

To.No.SCC/ADM II / 94 /2025

Office of the
Court of Small Causes,
Bengaluru, Dated 03.12.2025

TENDER NOTIFICATION
ORDER OF THE CHIEF JUDGE, COURT OF SMALL CAUSES, BENGALURU. DATED 11.11.2025

As per order of the Hon'ble Chief Judge, Court of Small Causes, Bengaluru, dated 11.11.2025. It is hereby notified that, sealed quotations are invited from the reputed firms for purchase of Bio-metric devices with latest version software (compatible to Ubuntu/Linux) and the comprehensive Annual Maintenance Contract including installation and taking backup from the old version for existing bio metric e-time track (05 machines) with Smart Office software placed at of Court of Small Causes, Bangalore as per the requirement and orders placed. The quotations have to reach the undersigned **on or before 5.00 p.m. of 29.12.2025,** in a sealed cover super scribed as **"purchase of Bio-metric devices with latest version software"** addressed to the Registrar, Court of Small Causes, Bengaluru. The sealed Quotations will be opened at **2.30 p.m on 30.12.2025** before the Chief Judge, Court of Small Causes, Bangalore.

Sl.No.	Description	Qty
01	Biometric Attendance Device (Technical specification is attached as annexre-A)	05
02	Biometric Attendance Software latest version compatible with Ubuntu/Linux	01

ANNEXURE-A

Technical Specifications of Biometric Attendance Device

Sl. No.	Parameter	Specification
1	Make & Model	Bidder needs to specify
2	Display	Minimum 3" TFT Color LCD/LED Multimedia Display
3	Template	Minimum 3000 Finger print & at least 4000 Face Templates User capacity
4	Transaction Storage	Minimum 100,000 Transaction Storage
5	Identification Time	<2 sec
6	Communication	RS232. RS485, TCP/IP (Standard) TCP/IP, USB, Wi-Fi
7	Voice	Voice Guided Message in English
8	Battery Backup	Battery Backup upto minimum 4 hours
9	GUI	Biometric attendance software must be Web based Ubuntu/Linux application software
10	Reports	Different combinations of reports format must be available with software Report should be generated in word and excel format Daily, monthly and other kinds of reports must be generated
11	Biometric attendance Software	Biometric attendance software must be linked with existing attendance software of Powergrid
12	Database	Database should support MySQL/PSQL Database above 2012 & above to store the attendance data
13	Finger print Sensor	500 DI Optical sensor
14	FAR	<=0.0001% / FRR: ,<=1%
15	Keypad	4 x 4 with 5 function keys
16	Schedule Bell/Speaker	Mini speaker
17	Push Data	Inbuilt
18	Power Supply	DC 12 V; 3 AMP
19	Access Control	Wiegand: In & out both 26 or 34 bit (With or without site code)
20	Warranty	Complete system must be under comprahensive onsite OEM warranty for 04 years from the date of installation
Note:	ALL THE ABOVE SPECIFICATIONS SHOULD BE READ AS EQUIVALENT OR BETTER.	

A. TERMS AND CONDITIONS FOR PURCHASE OF BIO-METRIC MACHINE/ SOFTWARE

1. The prices should be quoted for Device, software and AMC seperately inclusive of taxes applicable to the Government Department on the date of notification with free delivery to this Court.
2. Rate should be quoted without computer and internet connection separately.
3. Good quality of machines/devices shall be supplied and the product must be demonstrated at this Office before finalizing the tender.
4. Installation of latest version Software compatible with Ubuntu /Linux flat form (Including backup from the old version).
5. The existing data should be migrated to the new software.
6. Bio-metric software and its License should contain the fixed period of **warrenty not less than four years** from the date of installation
7. Service call to be attended as and when required within 24 hours from the time of reporting.
8. One time training to be given to the specified staff.
9. The intending vendors/suppliers shall deposit an EMD of Rs. 5000/- by way of DD drawn in the name of Registrar Court of Small Causes, Bengaluru.
10. The EMD will be returned to the unsuccessful tenderer immediately and the EMD of the successful tenderer is refunded on satisfactory supply of the materials.
11. The payment will be made after completion of software installation and the final bill will be submitted along with work completion report and license warranty certificate for arranging payment.
12. Bio-metric software installation are subject to examination by the person of the choice of the tender inviting authority to ascertain the quality of the devices and software supplied. The tender inviting authority has right to reject the tender.

13. The acceptance or rejection of the Tender is at the discretion of the Chief Judge, Court of Small Causes, Bengaluru and it is final and binding on the parties.

14. The Quotation received after the due date and also without the EMD deposit by way of DD will not be entertained at any circumstances and those quotations are deemed to be rejected.

15. Any clarifications with regard to technical specifications for installation of Bio-metric software to be supplied, the supplier/vendor is to contact ADM-2, Court of Small Causes, Bengaluru.

B. TERMS AND CONDITIONS FOR AMC

1. SCOPE OF THE CONTRACT

1.1 The items under AMC shall be repaired or provided a standby or similar configuration against any specific complaint within 24hrs. from the time of reporting, failing which, the penalty shall be imposed as under:-

a) If complaint is resolved (either providing stand-by or setting original equipment right) within 24hrs., no penalty shall be levied.

b) If stand-by is provided after 24hrs, penalty of 10% of per unit AMC charge, per day per item shall be levied after 3 days till the original hardware unit is set right.

c) If stand-by not provided even after 24hrs., penalty of 20% of the per unit AMC charge, per day per item shall be levied till the original equipment is set right.

d) If original equipment becomes beyond repair, it shall in any case be replaced within a week, failing which a penalty of 50% of t he book value of the equipment shall be levied.

e) If original equipment is lost in the custody of firm, it shall be considered as serious concern of carelessness and the loss will be compensated by levying penalty as competent authority may think fit.

1.2 It shall be the responsibility of the firm to ensure error free performance of existing LAN and maintenance of Biometric during AMC period.

1.3 The firm may be asked to provide information on backup and recovery process of biometric data from time to time.

2. PERIOD OF THE CONTRACT.

2.1 This contract shall remain valid for a period of 4 years from the date expiry of free Service and shall be specified in the letter of acceptance of the contract.

2.2 If the office is not satisfied with the performance of the firm, the contract may be terminated before completion of AMC period by giving one month prior notice to the firm. The decision of competent authority shall be final in this regard.

2.3 If situation demands, competent authority may direct AMC awardee firm to provide their service after expiry of the period. The firm shall be paid pro rata basis for the services provided in this situation.

3. RATES FOR AMC

3.1 The firm should quote their rates in words as well as in figures on the tender form.

3.2 The rates offered shall remain firm and valid for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.

4. PAYMENT RATE TERMS

4.1 The annual maintenance charges would be paid in four installments after completion of each quarter. First, installment would be due for payment after expiry of quarter from the date of commencement

of the contract. Payment would be made on submission of bills separately by the contractor to the Registrar Court of Small Causes, Bengaluru and certify after ensuring that the work has been executed satisfactorily as per terms and conditions of the agreement. The last quarter payment will be released after all the measures under AMC are checked. No advance payment in any case would be made. Recoveries on account of penalties etc. shall be deducted from the quarterly bills.

4.2 Deduction of tax at source shall be made by the office, whenever applicable for income tax, work contract tax etc. as per rules.

5. OTH ER TERMS

5.1 A log register shall be maintained in the computer section of this office for recording the complaints received. The date and time of complaint, its type shall be recorded in the register. The time of the complaint recorded in this register shall be considered as the log time. The firm's representatives shall record there the date and time of the rectification with their name and signature, provision of the standby etc. in this register. The log register will be checked and authenticated by a designated officer of this office and the complaint would then be considered as resolved. If standby has been provided , then the time in which the the standby should be replaced by the original equipment would be calculated from the time of authentication by the designated officer of this office. When the original equipment is returned after repair, the representative of the firm and this office would record it in the log register and complaint would be treated as resolved.

5.2. Preventive maintenance with special cleaning of Biometric from outside with liquid cleaner will be carried out on quarterly basis. Failure to clean external parts of Biometric and an amount of '{ 50 per equipment (biometric) per quarter will be deducted from AMC payable to the firm. The report of the preventive maintenance shall

be sent quarterly by the 5th day of expiry of each quarter to the Registrar Court of Small Causes, Bengaluru in writing.

5.3 As far as possible, the repairs would be carried out on-site itself. Necessary tools/equipment's for service/maintenance will be brought by the service engineer while attending the complaints of biometric. However, all necessary assistance for providing electricity point needed in connection with testing (at the location of equipment), repairing etc., shall be provided by the office. In case the equipment is required to be taken to workshop, all the arrangements shall be made by the firm.

5.4 Service call report shall be submitted quarterly by the firm indicating the status of attending various complaints along with date and time of repairing.

5.5 Tender documents should be undersigned (on each page) by authorized representative of firm with seal.

6. Securlty deposit

6.1 Security Deposit for the AMC shall be 10 percent of the contract value. First installment payment will be released after submission of bank guarantee/FDR(validity of FDR is contract period + 60 days) equal to 10% of the total AMC amount or after deducting the security deposit amount from the amount due to the firm, in the name of Registrar Court of Small Causes, bengaluru.

6.2 Security deposit(SD) /performance guarantee shall be returned to the contractor after the completion of the period of the AMC and after the approval of the competent authority.

Before releasing the security deposit, an unconditional and unequivocal no claim certificate from the service provider concerned shall be obtained.

6.3 No interest will be paid upon security deposit or amounts payable to the contractor under the contract.

7. LIABILITY FOR COSTS AND DAMAGES.

7.1 All costs of damages or expenses which this office may incur on the part of the firm may be deducted by the administration at its

discretion either from money due or to become due or refundable to him. The competent authority reserves all the rights and shall be entitled to retain payments to extent of damages recoverable from the firm under this contract and to set off the same against all claims whether arising out of this contract or out of any other transaction whatever due to the contractor.

7.2 Contractor shall follow all Central/State Legislation's related to labour, e.g. Minimum Wages Act, the Workmen Compensation Act, or any other Act/law in vogue.

8. AGREEMENT.

The succesful bidder shall be required to execute an agreement with the Chief Judge, Court of Small Causes, Bengaluru authorised by him for carrying out the work according to the instruction to bidders and condition of contract.

9. JURISDICTION.

All the disputes and differences arising out of or in connection with this contract/ agreement shall be subject to the exclusive jurisdiction of Court of Law at Bengaluru City.

NOTE: Bidder should compulsory quote the prices for Machine, Softwate and AMC (seperately), otherwise quotations will not be entertained

BY ORDER OF THE CHIEF JUDGE

Registrar,
Court of Small Causes,
Bengaluru

Copy To, For wide publication:

1. The Prl.District & Sessions Judges, Bengaluru Rural District with a request to publish the notification in the notice board.
2. The Registrar, City Civil Court, Bengaluru } for publication
3. The Chief Metropolitan Magistrate, Bengaluru } in the Notice
4. The Addl.Registrar, Mayo Hall Unit, Bengaluru } Board.
5. The Director, Department of Information and Broad Casting (Vartha Ilake), No.17, Vartha Soudha, Infantry Road, Bengaluru-560001 along with Tender Notification requesting for publication of the same in two widely circulated Daily News Papers of Kannada and English language, for wide publication.
6. Software Technician, Computer Branch, City Civil Court with a request to **(web host the Tender Notification)**
7. Court Notice Board
8. Office Copy.