

Our Ref. No: SCHSL/Security/VMS/2025/020
(Through E-Mail ID)

Dated: 16.08.2025

M/s. _____

Sub: Limited Tender Enquiry for Implementation of Visitors' Management System in the premises of Shelter Co-operative Housing Society Ltd. (SCHSL), Kolkata-700052.

Sir/Madam,

Shelter Co-operative Housing Society Ltd. (to be referred herein as SCHSL) is a gated housing complex on VIP service road having 19 (G+4) building blocks (consisting of **296 flats**) with two entrance/exit gates & brightly illuminated common areas under surveillance of 31CCTV cameras, located at 1.5 KM from Netaji Subhas Chandra Bose International Airport, Kolkata.

All prospective bidders are requested/encouraged to visit the site (i.e. premises of SCHSL) to fully understand the existing infrastructure, before submitting their bids.

SCHSL invites sealed Tenders under two bid system i.e **Technical Bid and Financial Bid** for the subject job. In case you are interested & fulfill eligibility criteria as stipulated at Clause No. 8 of Annexure I, please submit your competitive bid within the scheduled due date as stated herein below:-

Guidelines for submission of Tender:

Envelope-(I)-Technical Bid shall be submitted in a separate sealed envelope super-scribing "**Technical Bid**; Enquiry Ref. No. SCHSL/Security/VMS/2025/020 dated: 16.08.2025" along with **Annexure II** (duly filled in and signed) & documentary evidence towards fulfilling eligibility criterion.

Envelope-(II)-Financial Bid shall be submitted on **Annexure III** in another separate envelope super-scribing- "Financial Bid; Enquiry Ref. No.:SCHSL/Security/VMS/2025/020 dated: 16.08.2025".

Envelope - (III) Both the above two envelopes shall further be sealed in Third Master envelope super scribing "Quotation against Enquiry Ref. No. SCHSL/Security/VMS/2025/020 dated 16.08.2025; **Due on: 06.09.2025.by 16:30 hrs.**" and shall be submitted in the Tender box kept at the Shelter Co-operative Housing Society Ltd.'s office at the following address :-

Shelter Co-operative Housing Society Ltd.,
Flat NO :77CC/02, Anupama Housing Complex,
Phase-II, VIP Road, Kolkata- 700052, West Bengal

Last date/time for submission of Tender(s): **16:30 hrs on date-06.09.2025.**

Date and Time of Opening of Technical Bid:-**17:30 hrs. on date 06.09.2025.**



Bids submitted/received after the due date & time (**i.e. 16.30 hours of 06.09.2025**) will not be considered under any circumstances.

Tenderers (who shall prima-facie fulfill eligibility criteria as stipulated at Clause No. 8 of Annexure I) may be requested to give demonstration of their offered Visitors' Management System (VMS) Software at our Society's office prior to opening of Financial Bids.

Based on bidders' demonstration on their offered Visitors' Management System (VMS), technically qualified bidders will be evaluated/graded **in the scale of 1 to 10 and** where 1 shall be lowest score while 10 shall be highest score.

In the event of tie in Financial Bids, contract shall be awarded on the technically qualified bidder who would score highest grade/number in the scale of 1 to 10 as stated herein above.

Financial Bids of only those tenderers who qualify in the Technical Bid would be opened at the society's office at above address at **17:45 hrs. on 16.09.2025**.

Tenders shall remain valid for a minimum period of 45 days from the date of opening of Financial Bid (**i.e. up to 30.10.2025**) for the acceptance of Shelter Co-operative Housing Society Ltd.

SCHSL reserves the right to reject any tender in part or full or annul the tender processing without assigning any reason thereof.



**Secretary,
Shelter Co-operative Housing Society Ltd.**

**Secretary
Shelter Co-Operative Housing Society Ltd.
Anapurna Housing Complex, Phase-II
VIP Road, Kolkata-700 052**



Annexure -I

GENERAL TERMS & CONDITIONS

1. The words 'SCHSL', 'We', 'Our' as used in the Limited Tender Enquiry shall mean Shelter Co-operative Housing Society Ltd. located at Flat No. 77CC/02, Anupama Housing Complex, Phase-II, VIP Road, Kolkata - 700 052.
2. The words "Tenderer" / "Contractor" and/or "Party", "You", "Your" as used in the Limited Tender Enquiry shall mean the bidder who has submitted the quotation in response to our above Limited Tender Enquiry Ref No. SCHSL/Security/VMS/2025/070 dated 16.08.2025
3. **Title of the job:-** Contract for supply, installation, testing, commissioning, and maintenance of a fully integrated Visitors' Management System software at SCHSL's premises. It shall also inter-alia include training of security personnel and rendering technical support throughout the contract period.
4. **Contract period:** The Contract shall initially remain valid for five years, with **five years of complementary service to be rendered by service provider**. SCHSL, however, reserves right to extend the contract for an additional two years period at per same terms and conditions subject to mutual consent of both the parties.
5. **Scope of work :** Supply, installation, testing, commissioning, & maintenance of a fully integrated Visitors' Management System (VMS) software at SCHSL's premises. Visitors' Management System software shall inter-alia include following modules:-
 - a) Gate Management with sub-modules:-
 - i) Visitor Management (Visitor Log, Real-time Notifications);
 - ii) Daily Help Management;
 - iii) Staff Management along with Aadhar based face recognition for attendance;
 - iv) Delivery Management;
 - v) Vehicle/Parking Management;
 - vi) Integration with Security SystemWith provision for SOS Alert, Intercom, Child safety, Digital Pass.
 - b) Entire Ecosystem inter-alia includes:
 - i) Resident Mobile app;
 - ii) Admin dashboard & app;
 - iii) Security guard app;
 - c) Security guards to be equipped with Tech solutions:
 - i) Voice Assistance;
 - ii) Smart Attendance;
 - iii) Faster Check-ins; & iv) Zero paperwork.
 - d) MIS Report as may be desired by the SCHSL from time to time.

Scope of work shall also include for providing training to the security personnel and rendering technical support throughout the contract period. The system must be scalable to accommodate future upgrades and additional modules as may be required by SCHSL.



6. The technical bids will be opened first. In selecting technically suitable parties, the decision of SCHSL will be final and binding. Financial bids of only those tenderers who qualify in the technical bid, will be opened.
7. Tenders received after due date and time will not be entertained/considered. Tenderers submitting the Tender through speed post or courier service shall ensure that their tender reaches SCHSL's above office within the stipulated due date & time.

8. Tender Eligibility Criteria & Submission Requirements:

The bid submitted by the Tenderer must include all necessary information and supporting documents. The eligibility criteria are as follows:-

I. Eligibility Requirements:

Eligibility of tenderers for Visitor Management System shall inter-alia involves:-

- a) To demonstrate ability to meet requirements as in the scope of work and security requirements;
- b) To offer a robust product & service software;
- c) To integrate with existing security system;
- d) To meet legal compliance for relevant data privacy regulations and security standard.

II. Other Statutory documents:-

- I) Certificate of Registration under Companies Act 2013/Certificate under Limited Liability Partnership Act 2008 **Or** Name & Address of Board of Directors & Shareholders under Indian Partnership Act, 1932 **Or** Proof of proprietorship Firm (whichever is applicable);
- II) Memorandum of Association/Article of Association (wherever applicable);
- III) Registration under Employees' Provident Fund Organization (wherever applicable);
- IV) PAN/TAN Card (whichever is applicable);
- V) A valid GST Registration Certificate (wherever applicable as per rules);
- VI) Trade License (wherever applicable).

III. Experience Requirement:

The Tenderer should demonstrate experience in developing, implementing and supporting Visitors Management System for past three years with testimonials from previous clients preferably belong to housing cooperative societies. The Tenderer must provide at least two client references with contract details for verification.

IV. Technical Skills:

The tenderer/vendor's team should have expertise in the areas like software development, data management, networking and security.

The vendor should have industry knowledge to ascertain clients' need and expertise in relevant technologies like RFID, QR codes, aadhar based biometric systems and cloud based platforms.



The proposed system offered by the bidder must comply with the latest data protection and cyber security standards, including end to end encryption for sensitive data.

V. Financial Criteria:

The Tenderer must have a minimum annual turnover of Rs. 30 lakhs in each of the last three financial years. Supporting documents, such as an audited balance sheet or a certificate from a Chartered Accountant, may be provided.

9. Communication Details:

- The Tenderer must provide an official mailing address, telephone number , and whatsapp number for correspondence with SCHSL;
- Any change in address must be immediately communicated to SCHSL.

10. Terms of Performance:

- a. **Service Standards:** The service must be reasonably **prompt, punctual, efficient, safe, courteous and of high quality.**

Any downtime or technical issues must be resolved within 24 hours of reporting.

- b. **Scope of Work:** The Tenderer must ensure that all tasks outlined in scope of work are duly complied with within the given time frame;

- c. **Sub-contracting Prohibition:** The Tenderer/Contractor **cannot subcontract** any part of the contract without prior approval from SCHSL.

11. Indemnify:

Tenderer shall **indemnify SCHSL** against any legal consequences arising out of non-compliance against relevant data privacy regulations & security standard.

12. Interpretation :

In case of any dispute regarding interpretation of contract terms or enquiry documents, the clarification provided by SCHSL shall be final and binding.

13. Arbitration Clause:

Any disputes or differences arising out of the contract shall be settled through arbitration in accordance with the rules of arbitration;

The **decision of the arbitration forum** shall be **final and binding** on both the parties. The venue of arbitration shall be at Kolkata.

14. Jurisdiction:

Any legal disputes or claims related to this contract shall fall under the territorial jurisdiction of the courts in Kolkata.


**Secretary,
Shelter Co-operative Housing Society Ltd.**

Secretary
Shelter Co-Operative Housing Society Ltd.
Anapara Housing Complex, Phase-II
VIP Road, Kolkata-700 052

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Annexure-II

Our Ref. No.: SCHSL/Security/VMS/2025/

Dated: 16.08.2025

Tenderers are to submit this form (Annexure II) duly completed & signed in a sealed envelope superscribing "Technical Bid"

Technical Bid

1	Name of Contract	Contract for Visitors Management System in the premises of SCHSL
2	Name of the Company/Establishment/Tenderer	
3.	Nature of company (whether Proprietorship/Partnership Firm/LLP/ Limited Company/Any Other(Specify)(Encl. Proof)	
3a.	In case of Partnership/LLP/Company Please provide the names of the Partners/ Directors with full Address/Telephone Nos.	
4.	Full Address of Registered Office	
4a.	Telephone No./ Mobile No.	
4b.	Email Address	
4c.	Name of the Contact Person	
5	List of Bidder's Office all over the Country (if any)	
5a.	Full Address of other Bidder's Office	
5b.	Telephone No./Mobile No.	
5c.	Email Address	
5d.	Name of the Contact Person with official WhatsApp Number (for communication)	

6	Particulars of Registration-Issued in the name of the tenderer	Yes/No	If Yes, give following details:		
			Number	Date of issue	Valid up to
6a	PF Registration (if applicable) with No.& details				
6b	PAN/TAN No. with details				
6c	GST Registration No. with details				
6d	Current Trade License Registration issued from Corporation/ Municipality with details				
6e	Registration of Company/LLP /Partnership Firm				
6f	Registration with MSME (if any)				

Sl No	Particulars	Yes/No	If yes, give details	
			Issue date	Valid up to
7	Experience in similar type of contract in the last three years			
8	Annual Turnover for the last two Financial Years (In Rs. Lakhs)		In FY: 2022-2023 In FY: 2023-2024	
9	Self attested copy(s) of IT return for the Financial Year 2022-23 & for FY 2023-24		2022-23:YES/NO 2023-24:YES/NO	



Details of relevant supporting document(s)/contract(s) etc shall be furnished as per table below to justify experience in handling / holding similar contract of VMS in Government/Corporate organizations /other reputed housing society during the last 3 (three) years (In required, a separate sheet may be enclosed for these details together with a copy of relevant supporting document(s)/contract(s) duly self attested).

Sl No	Name/Type of relevant supporting document(s)/ Contract(s) etc.	Name & Address of the issuing Agency/ Government Department/ Organisation/Housing Co-operative Society	Validity of the relevant supporting document(s)/ Contract(s) (From.....to.....)	Annual value of the Contract (In Rs Lakhs)
I				
II				
III				

Any other information which Tenderer may like to furnish in support of their technical skills (separate sheet may be enclosed if required.)

I/We hereby declare that all information and the details provided in this bid are true and correct to the best of my/our knowledge and belief.

Note: All pages of this tender enquiry and annexure must be signed and stamped by the authorized signatory of the tenderer.

Date: _____

Signature: _____

Place: _____

Name & Designation: _____

Company Name of the Tenderer with Seal: _____



Annexure-III

Our Ref No.:SCHSL/Security/VMS/2025/

Dated: 16.08.2025

Tenderers shall submit this form duly completed & signed in a sealed envelope superscribing "Financial Bid-":

Financial Bid:

I	Name of the Contract	Contract for Visitor Management System (VMS) in the premises of SCHSL	
II	Name of the Company/ Establishment/Tenderer		
III	Address		
IV.	Telephone No./Mobile No.		
V.	Email Address		
VI	Name of the Contact Person		
VII	Tenderer (before quoting) are encouraged to visit SCHSL which is a gated housing complex on VIP service road having 19 (G+4) building blocks (with two entrance/exit gate) brightly illuminated common areas under surveillance of 31 CCTV Cameras located at strategic points.	Yes/No	If yes, give details of your visit

Financial Offer for implementing Visitor Management System(VMS)in the premises of SCHSL shall be quoted based on scope of work at Clause 5-of Annexure I of the Enquiry

Sl No	Particulars	Confirmation
1.	Only complimentary 5-year service for implementing Visitors' Management System (as per scope of work) in the premises of SCHSL shall be considered by the Society	
2.	Any other charges (if any, specify)	
3.	Rate of GST (If applicable)	

NB: In the event of tie in Financial Bids, contract shall be awarded on the technically qualified bidder who would score highest grade/number in the scale of 1 to 10 based on demonstration given on their offered Visitors' Management System (VMS) software.

Date:_____

Place:_____

Name & Signature:_____

Designation:_____

Company Name of the Tenderer with Seal:_____

