دولة الكـــــويت

المؤسسة العامة للرعاية السكنية

REQUEST FOR PROPOSAL

كراسة المواصفات الفنية الخاصة بمناقصة

توريد وتركيب وتشغيل وصيانة نظام الحضور والانصراف عن طريق شراء أجهزة

بصمة جديدة للمؤسسة العامة للرعاية السكنية

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Table of content

Contents

1. Introduction

The Public Authority for Housing Welfare (PAHW) was established in accordance with Law (47) of 1993 to provide different housing welfare alternatives for eligible citizens. The Authority implements government-housing policies while its directions form an integral part of the economic and social system of the State of Kuwait. With a higher demand to increase the rate of implementation, PAHW's strategy and projects introduce a higher level

of public- private interaction and partnership; encouraging real estate developers to further interact with its plans and projects.

As the demand grows annually, PAHW faces many challenges in aligning its strategic and business decisions to meet the increasing demands.

PAHW is looking for a bidder to provide the best face recognition and fingerprint device with supporting the system used in PAHW together with related warranty and support. PAHW seeks the best competitive prices and capabilities from the bidders for contract period (90) days including device supply, installation, commissioning and run the system. In addition, the bidder must be responsible of the supply of the services and required components.

2. Scope of work

- PAHW is seeking proposals from qualified vendors that specialized in installation, integration and maintenance fingerprint devices, as detailed in the technical requirements. PAHW reserves the right to reject bids that do not include all items required as per this document.
- All devices must match the specific models stated in the technical requirements. However, the Vendor is responsible to inform PAHW of any corresponding up-to-date technologies and may offer these alternative for competitive market prices based on a prior written approval from PAHW.

- The PAHW desires face recognition and fingerprint device as follows:

  a) **_36_** _face recognition and fingerprint device_
  b) _Unlimited Admin Account_

3. Performance:

- ASSIGNMENT:
  - The successful Proposer shall not sell, assign, transfer or convey this contract in whole or in part, without the prior written consent of PAHW.
- PACKAGING:

- Unless otherwise indicated, items will be new, unused, and in first class condition in containers suitable for damage-free shipment and storage.
- SERVICE PLAN:
  - The service plan must be detailed and service commitment for the ongoing maintenance and service to the devices and associated equipment through the whole contract and maintenance period.
- DELIVERY:
  - Deliveries will be acceptable only during normal working hours at the PAHW building.
  - The place of delivery will be specified by PAHW at the time of delivery.
- Providing a proposed timeline of critical dates with corresponding deliverables/benchmarks (i.e. studies, graphics, reports, maps, presentations, etc.).
- TITLE AND RISK OF LOSS:
  - The title and risk of loss of machines shall not pass to the PAHW until the PAHW actually receives and takes possession of the machines at the point(s) of delivery.

4. Technical Requirements:

The bidder must meet and deliver the following devices' **specifications or higher**:

4.1 Technical used in the device:

1. Deep Learning Technology.
2. Multi Authentication Technology:
   Face, Fingerprint, Card, Mobile Card, PIN Code.
3. Fusion Matching Technology (Infrared Face Recognition + Visual Face Recognition).
4. Contactless Authentication.
5. Mobile Card with Bluetooth Low Energy (BLE) & NFC Technologies.
   (Supports IOS & Android)
6. Mask Detection & Mask Recognition Technologies.

7. Human Thermal Detection Technology.
8. Face Photo Upload Enrolment Technology using photo import, Mobile photo upload through web link & ERP photo integration.
9. Face Direct Fast Enrolment, less than 1 sec.
10. Communication & Data Transfer Encryption.
11. Encrypt all Biometric Credential & Personal Information.

4.2 Technical specifications of the device (Equivalent or above):

1. Multi Processors: 1.8 GHz Dual Core + 1.4 GHz Quad Core.
2. Memory: 2GB RAM + 16GB Flash.
3. Max. User (1:1): 100,000 Users. (Finger/Face)
4. Max. User (1:N): 100,000 Users. (Finger)
5. Max. User (1:N): 50,000 Users. (Face)
6. Max. Text Log: 5,000,000.
7. Max Image Log: 50,000.
8. Display: 7" IPS LCD Capacitive Touch Screen with reinforced glass front.
9. LCD Resolution: 800x1280 pixels.
10. Ambient Light: Supported, in case of low light.
11. Face Photo Upload Enrolment: Photo import, Mobile photo upload through web link & ERP photo integration.
12. Fast Direct Enrolment: Less than 1sec.
13. Matching Speed: Less than 0.5 Sec.
14. Face Recognition Technology: Fusion Mode (IR+Visual Cameras) / Fast Mode.
15. Face Recognition Distance: 0.5m ~ 1.3m.
16. Mask Detection: Supported.
17. Mask Recognition: Supported.
18. Human Temperature Measurement: Supported.
19. Human Temperature Measurement Operation: Staff Mode / Visitor Mode.
20. Card Technology: 125KHz EM, 13.56MHz Mifare, Mifare Plus, Desfire EV1/EV2, Fleica.
21. Access On card: Store Biometric data in Cards.
22. Mobile Card Technology: NFC, BLE.
23. Mobile Card Operation: Front Ground / Back Ground.
24. Mobile Card BLE Distance Extender: Up to 5m detection.
25. Mobile Card License Management Tool.
26. Fingerprint Sensor: OP6, 500dpi.

27. Max. No. of Fingerprints per User: 10 Fingerprints.
28. Fake Finger Detection: Supported.
29. Fake Face Detection: Supported.
30. False Acceptance Rate (FAR): 1 in 10 billion (0.000000001)
31. IP Rate for Outdoor Environment: IP65.
32. Sound: 16bit.

33. Ethernet: 10/100Mbps, Auto MDI/MDIX.
34. RS-485: 1ch Host/Slave.
35. Weigand: 1ch Input/Output.
36. TTL Input: 2ch Inputs.
37. Relay: 1ch Relay.
38. USB: USB 2.0 (Host) Type C.
39. Tamper Switch: Supported.
40. Software: Management Software, Possible to integrate with any 3rd party Application, including Civil Service Commission CSC.
41. Certificates: CE, FCC, KC, RoHS, REACH, WEE.

42. Operating Temperature -20 °C ~ 50°C (-68°F ~ 122°F).

4.3 Technical specifications of device management program:

1. Data Base: MSSQL.
2. Dashboard: Supported.
3. Authentication Server Matching: Supported.
4. Max. Devices: 1000 Devices.
5. Max. Operators: Unlimited.
6. Concurrent Operators: 128 Clients.
7. Log Transfer: Instantly, from Devices to DB.
8. Uplink Connection: Internet / Local Network.
9. Offline Reconnect: Auto Reconnect to Software.
10. Offline Transaction Logs: Auto Transferred to DB when device reconnected.
11. Server Type: Physical, VM & Cloud Servers.
12. Supports Cloud.
13. Mobile Card Portal: Supported to Manage Mobile Card Licenses.
14. Audit Trail: Supported for Operators & Staffs.
15. Device Management: Fully Controlled from HW & SW.
16. Real Time Monitoring: Supported.
17. Event Search Filters with image: Supported.

18. Devices Grouping: Supported.
19. Users Grouping: Supported.
20. Import & Export User data: Supported.
21. Email Notification: Supported.
22. Custom Fields Adding/Editing: Supported.

23. Zone Management: Anti-Passback, Fire Alarm, Schedule Lock/Unlock, Guard & Muster Zone.
24. Visual Map: Supported.
25. Elevator Management: Supported.
26. Built-in T&A: Supported.
27. Data Secure: Data Link using Open SSL.
28. Integration with Active Directory: Supported.

5. Support and Service Requirements

5.1 Hardware Support:

- Bidder must provide 3 years' warranty for the required hardware from the date of acceptance of the installation, configuration and testing. The date of acceptance of the devices is defined as the date that all network-related hardware devices are properly delivered, installed, configured, tested and approved as operational by PAHW team.

- The Bidder shall have a well-organized 'Help Desk' system in their office, where a support call can be placed. Immediately after placing the call, helpdesk operators shall be able to provide the Company with a ticket number. This ticket number shall be used as a reference for any future communication about that particular call.
- The bidder is responsible to deliver any additional cables, wires or connectivity required to accomplish the project.
- Installing & configuring all requested hardware/software.
- Conduct the needed awareness sessions and training

- Bidder must agree to provide every 1 month visit for the hardware components check-up (Service report should be submitted for each visit).

5.2 Professional Services

o Bidder is totally responsible for the delivery of the necessary hardware for the project.

o The successful bidder takes full responsibility for installation, configuration, testing and maintaining all delivered devices in accordance to PAHW scope of work.

- The bidder should be responsible to provide detailed system knowledge transfer and support during the support period.

- All the devices (hardware items) belong to PAHW should be under local partner Support (24x7).

- The Bidder should offer complete system description, brochure, and catalogue of proposed system.

- Bidder should provide detailed project plan with deadlines for each task.

6. General Requirements

The bidding company should meet the following requirements and qualifications. Failure to do so will disqualify the bidder and his bid will be rejected.

- Bidder must be registered with Central Agency of Information Technology (CAIT). (Valid Proof must be submitted)

- Bidder must be an authorized partner for all the proposed devices (Valid proof must be submitted).

- The bidder has to present its credentials in terms of staff qualifications as follows and failure to comply with the below shall result in disqualification of the Bidder offer:
  - At least two high qualified engineers for implementing all hardware and software mentioned in the RFP. All proposed staff shall be under **Bidder sponsorship during tender submission (civil id for each engineer has to be attached in the proposal).**

  - Bidder must have qualified staffs that are capable of Support and Maintenance of proposed solution.
  - Bidder should submit Help Desk/Call Center Details including level of escalation and staff details.
  - The bidder must have a dedicated project management team to do the installation, implementation, testing, and different services team to do the maintenance during warranty period. Organization chart must be submitted as evidence.

  - Bidder has to submit list of project and support teams showing each member skills, certificates, and description for his contribution in the project. CVs, civil IDs, and Certificates of all the staff must be submitted with the tender submission.

- o All Hardware installation, implementation, and configuration should be qualified engineers from the bidder.
  - o Bidder should provide support letter confirming that bidder will offer vendor support and warranty for proposed solution.
  - o The bidder must submit along with his submission complete details on the support services including Support Coverage, Escalation Procedures and SLA.
- Bidder must supply a 3 years' warranty of all required hardware.
- The project must be accomplished and maintained by the bidder. **Third-parties are prohibited during all the project phases.**

- **يجب أن تكون أجهزة البصمة حاصلة على الموافقات والتراخيص من الجهات المعنية كوزارة الصحة الكويتية مع تقديم شهادات من الجهات المختصة تفيد بذلك**