



State of Kuwait

Ministry of Information

Request for Proposal

For the

تجديد نظام الحضور والإنصراف

وتوريد وصيانة أجهزة البصمة

Project Objective:

Ministry of Information is looking to update the current attendance system which is now several years old and cannot handle the number of templates in circulation. The ministry needs to achieve the following high-level goals:

- 1- Supply, installation, operation, and maintenance of new advanced attendance system to replace the current system.
- 2- Supply, installation, operation, and maintenance of new advanced fingerprint devices with fingerprint and face recognition functionality.
- 3- Development of all needed features and functionality on the application side to adhere to MoInfo regulations and needs.
- 4- Integrate the new system to current MoInfo infrastructure and systems.
- 5- Migrate/reenroll current employee data to the new system.
- 6- Supply Mobile application for all employees that mirror native system functionality.
- 7- The bidder must offer full 3 years warranty on all hardware and 3 year maintenance and support for the entire project after delivery without exceptions. The warranty should not be dependent on the support period i.e. the bidder must replace/repair defective hardware regardless of the support period.

General Requirements & Instructions to the Bidder:

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

- 1- The bidder should be known in Kuwait as a computer information technology provider for at least 5 years and must be registered at the Central Agency of Information Technology for the current year.

- 2- A statement mandating that bidder must use Kuwait based technical resources, to assure continued support.
- 3- It is a primary prerequisite that the selected bidder has extensive, successful experience in designing and implementing similar projects in Kuwait which the bidder must show proof of.
- 4- Bidder should have a minimum of five (5) years of experience in the same field of this RFP requirement which the bidder must show proof of.
- 5- Bidder should have successfully implemented similar solutions and provided support for in public or private establishments in Kuwait.
- 6- Bidder should have certified and trained engineers within the organization that have thorough knowledge of providing maintenance and support services for the solution offered.
- 7- All information provided by the Ministry of Information related to this project is strictly confidential.
- 8- Supply, installation and testing of the system should not exceed 4 months.
- 9- The installation and implementation of the solution proposed should be done by the bidder.
- 10- The bidder should provide training of (10) technical and user staff for 2 weeks in the operation and functional use of the solution proposed.

Responsibility of selected bidder:

- 1- Gather and document the solution detailed requirements.
- 2- Register any required licenses and software under a ministry's dedicated account with the vendors.
- 3- Planning of the Solution Design, Development, and implementation.
- 4- Configuring the system and hardware sizing.
- 5- Adhere to the suggested production architecture.
- 6- Training IT team and system administrators for 2 weeks.
- 7- Migrate current data to the new system.
- 8- Prepare and deliver comprehensive user manuals to MoInfo.

Time and Attendance software details:

- 1- The system management application must be flexible and easy to use, must be entirely bilingual in Arabic and English. And must also work as a web app deployable in all commonly used web browsers.
- 2- The application will either be integrated with the ministry's current SQL environment or use a new SQL server to be configured by the bidder.
- 3- Employees details must be unique with Civil ID number and Ministry ID number.
- 4- Bidder must update the departments hierarchy in the system at the time of installation.
- 5- While adding any new employee details, it should be with complete details.
- 6- If Ministry need to add any type of reports to generate; the bidder should assist them.
- 7- The system must allow control of the devices where it monitors the operations obtained on it. Updates and changes the operations of the device.
- 8- Reboot remote device using the application.
- 9- The application must be able to manage and configure fingerprint devices remotely and in groups or single devices. It must also monitor devices in realtime so that it shows the actual current reports at any moment.
- 10- Integrating new fingerprint devices to the system or replacing old ones must be straightforward where a large number of fingerprint devices can be added at once. Unlimited number of user fingerprints can be added to the database. And be able to add, modify, cancel, or transfer users easily between devices and groups.
- 11- The system must have comprehensive Report:
 - a. A report of the operations obtained by the fingerprint devices indicating the date and time of the operation, the name of the device.
 - b. Report according to specific options: specific employee or group of employees, specific device or group devices, specific date, specific type of movement (ex: attendance, departure or disapproval), specific departments.

- 12- Employee Groups:
- a. Flexible interface with the possibility of deleting/adding a selected group of employees to and from a specific group of devices
 - b. Shows important information and the number of employees within a specific employee group.
- 13- Presence of a historical log to follow the operations of the program.
- 14- The bidder must have the Source Code to ensure that the bidder is able to make any required modification to the program. This condition is essential for acceptance of the offer.
- 15- The possibility of making modifications and updates to the program according to the emerging requirements of the Ministry during the entire support period.
- 16- The system should be integrated with the civil service commission API in order to fetch accurate and up to date MoInfo employee data.
- 17- MoInfo needs the maintenance for this software to work properly 24/7.
- 18- If the ministry requires to add any extra features to the Time & Attendance software or make changes, company should do it within 2 weeks at the latest.
- 19- Any Applications provided must be a one-time purchase with no renewable licenses or subscriptions (including mobile App).

System admin and user privileges:

- 1- Define user permissions: Define the username and password for each user and define their own permissions.
- 2- Presence of a historical log to follow the operations of the system admin and users.

General Features and requirements:

- 1- The system must run web browser on all computers or laptops, as well as tablets and mobiles.
- 2- Bilingual Arabic/English for all screens and data, with the possibility of switching on any screen.
- 3- System screens support searches and reports with the ability to export the resulting data in PDF/Excel/Word file format.
- 4- The System must have the following: searching, sorting, filtering, and grouping.
- 5- The system must be able to process the data of all employees with all their administrative data and daily movements.
- 6- The system must be able to integrate with the Active Directory.
- 7- The system must contain the following employee data (with the option to add more):
 - a. employee number (fingerprint number).
 - b. employee name.
 - c. gender.
 - d. Nationality.
 - e. ministry file number.
 - f. civil ID number.
 - g. job title.
 - h. the employee's photo.
 - i. Office location.
 - j. Department within the hierarchy.
- 8- The system must allow the employee to be permanently/temporarily transferred to another department.
- 9- The system must define the ministry's entire administrative structure with the possibility of assigning employees to their respective positions, with the possibility of searching the administrative structure.
- 10- The system must allow configuring different types of public holidays and dates.

- 11- The system must allow configuring different types of exemptions, including exemption from attendance or departure or both.
- 12- The system must allow configuring the exemption at department level or site level.
- 13- The system must allow configuring different types of permits and exemptions.
- 14- The system must allow configuring all different types of shifts.
- 15- The system must allow configuring weekends and weekly rest days.
- 16- The system must allow configuring overlapping working hours between two days and must give correct results and reports.
- 17- The system must allow configuring temporary working periods such as the Ramadan time.
- 18- The system must allow configuring different types of vacations.
- 19- The system must have detailed reports on the movements of employees such as: attendance, departure, late attendance, early departure, absence, vacations.
- 20- The system must be able to show rest days, weekends, and public holidays in the report.
- 21- The Ministry has the right to request the addition of any new reports and features on the system software within the support period and the work must be done within 2 weeks at the latest.
- 22- The system GUI and UI must support a responsive design.
- 23- The system must support SQL Server 2022 or later database.
- 24- The system must apply latest and best information security and protection standards and encryption algorithms.
- 25- The system must be able to work on any cloud service as well as the ministry's onsite servers.
- 26- The system management web app and mobile app GUI must be customizable where the bidder should be able add the ministry's logo and other governmental aesthetics.

Smartphone Application:

- 1- The App must work on smartphones running on iOS and Android and must be downloadable from the Apple Store and Google Play Store.
- 2- Multilingual Arabic and English user interface and data entry.
- 3- The App must Integrate with the attendance system in operate in realtime without delay.
- 4- The App must be able to prove attendance and departure while showing the location based on GPS technology or communicating to the beacons onsite or when on local onsite WiFi. Predefined geographical locations will be configured during system installation.
- 5- The App must use the smartphone camera to authenticate the attendance movements where the picture must prove the employee's identity. Using such authentication methods must be foolproof and tamperproof.
- 6- The App must display a message and show the recording and detail of the transaction.
- 7- The App must show the attendance movements history and be able to search the history.
- 8- The App must have ability to review the time of entry, exit and delay during the day.
- 9- The App must have a fingerprint exemption permit feature the employee could request in case of no show/late. Notifications in the dashboard must indicate any skipped punch ins/outs.

Smartphone Beacon:

The bidder must supply the locating sensing beacons for the smartphone devices. The bidder shall survey the ministry's site and install the beacons to provide maximum coverage.

The Beacon shall have the following minimum specifications:

- Battery operated for 2 years at minimum.
- Bidder must supply the beacons including the batteries.
- Must work outdoors or indoors with IP67 standard specifications.
- Must work via Bluetooth.
- Must have an estimated range of 100m.

Fingerprint Devices Minimum Specifications (Qty. 80):

- 1- Fingerprint devices must support different input methods: face recognition, fingerprint reader, card reader, PIN login.
- 2- 20,000 minimum fingerprint user (1:N).
- 3- The device must work on TLS 256-bit encrypted communication technology.
- 4- Must connect through ethernet and support POE. Power adapter must be included.
- 5- Must have optional use of masks in faceprint.
- 6- the device must support IP65 standard specifications or have an outer cover that supports IP65 to withstand rough use or environmental factors.
- 7- The devices must have programmable function keys.
- 8- Must have a color display screen with the internal system supporting Arabic and English.
- 9- Ability to store various movements on the device up to 1,000,000 movements.
- 10- The capacity to store a minimum of 15,000 employees on the device.
- 11- Response speed of less than 1 second (Authentication time < 1 sec).
- 12- Operating temperature: -20 to +60°C.
- 13- Minimum DPI 500 Optical Sensor Fingerprint Reading Sensor.
- 14- Fingerprint device must have an inbuilt camera to capture the face.
- 15- Device must clearly indicate accepted/rejected movements using distinct colors for example.
- 16- The device must have the following as an optional feature:
 - a. WiFi connectivity.
 - b. Mobile data connection using e-sim or sim card.
- 17- Device must have Access Control functionality.
- 18- All devices must be under 3 years warranty with spare parts readily available.
- 19- Allows the choice of saving and recording operations for unauthorized persons or not Log unauthorized event.

CCTV and DVR:

The bidder shall provide the ministry with CCTV cameras and an NVR/DVR to cover some blind spots in the ministry's campus:

- 1- HD POE Cameras (Qty. 10)
- 2- NVR/DVR with enough channels to support needed cameras and minimum 6TB hard drive.

Cabling and installation:

The bidder must install all system components and provide all the cabling (electrical and network) to fully ensure system operations.

Compliance with the tender and RFP:

All bidders must include a detailed compliance sheet indicating whether their offer complies with all specifications requested in this RFP or not. The compliance sheet must also indicate which page and point in the offer complies with the corresponding point as shown below:

Compliance sheet			
No.	RFP Item	Compliance	Bid Reference
1	Point 1	YES	Page X, point Y
2	Point 2	YES	Page X, point Y

Training:

The bidder must provide comprehensive training for 10 employees for a period of 2 weeks on:

- Using the attendance system.
- Operating the fingerprint devices
- Using the smartphone App.
- Operating the smartphone beacon.

The bidder must also provide a comprehensive user manual for the above components.

Support:

The bidder must guarantee a full 3-years of system maintenance and comprehensive 24/7 support which must fully encompasses the following:

- Fixing any system bugs and crashes that may occur in any and all system components (management system, fingerprint devices, etc).
- Adding any features or reports needed by the ministry or customizing existing features.

The bidder must also guarantee the hardware components for a minimum 3-year warranty.

(BoQ) جدول الأسعار والكميات

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