

Real Estate Regulatory Authority, Bihar
Bihar State Building Construction Corporation Campus Hospital
Road, Shastri Nagar, Patna – 800023

Letter No - -RMS, DMS / 34/2024/529

Patna, Date 24/07/2024

Corrigendum -1

Name of Work - Services/Supply required for Data Management System (DMS)and Record Management System (RMS)

RFP No - RMS, DMS / 34/2024/358 dated 24.06.2024

Notice issued earlier by the Office of RERA, Bihar vide No - RMS, DMS / 34/2024/358 dated 24.06.2024 inviting proposals from the eligible bidders for Services/Supply required for Data Management System (DMS)and Record Management System (RMS) till 04.00 PM 24/07 2024 has been extended till 04.00 PM of 31/07/2024. Accordingly, the technical bid opening time and date has been revised to 04.30 PM of 31/07/2024.

In the light of pre bid query corrigendum has also been issued, may be perused on the website of RERA, Bihar.

Other terms and conditions of RFP will remain same and unchanged.


24/7/24
Office Administrator
RERA, Bihar

Services/Supply required for Data Management System (DMS) and Record Management System (RMS)

Tender Ref. No.: No.- RMS, DMS/34/2024/358 dated 24.06.2024

Sr. No.	Clause No.	Page No.	Content of RFP Requiring Clarification	Change Requested/ Clarification required	Reply of RERA, Bihar
1	IMPORTANT INFORMATION	8	7. The Bidder should have valid ISO 9001 Certificate for Quality Assurance, valid ISO/ IEC 20000 Certificate for IT Service management and valid 27001 Certificate for Data/Information Security Or any other equivalent certificate for Quality Management, IT Service management and Data/Information Security.	The scope requires good experience of Software application/DMS. Considering this the company should have CMMI Level 3 or 5 certification. Request, please include it in mandatory Qualification Criteria and as this tender is for management of data, the bidder should have ISO 27701 for General Data Protection Regulation (GDPR)	No change
2	16 Award of Contract	12	Scanning/Digitization: Summary of the Scope of Services from Service Provider for Scanning & Digitization (paper size A4, legal, A3, A2, A1 & A0). Indicative volume of records The total number of pages for scanning/digitization of different sizes {AO, A1, A2, A3, A4, Letter, Legal, etc) shall be +/-10 lakhs pages. (+/- 10,000 files)	Request, please provide the approximately percentage of the Size-wise volume as for A2, A1 and A0 papers special kind of scanners/infra required.	No assessment done, however in comparison to A4 size paper the number of other size papers would be very less
3	B Indexing and Cataloguing	14	1. Service Provider will create metadata fields if required for indexing as per the requirement of the Authority.	1. We understand the documents would be in the form of files only, no boundv books/ register. Please confirm. 2. Request to please allow to	Documents are mostly in file form, for the verification of number of files for indexing. Interested parties may visit the RERA, Bihar office during office hour..

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[Signature]

				visit the department/record room to understand the documents. 3. Please confirm the number of fields with details for Indexing. We understand the indexing will be on File level. Please confirm.	
4	C Implementation of OMS	14	3) Separate Software for Scanning, Indexing, and Image Retrieval: Provide scanning, indexing, and image retrieval software separately to user AUTHORITY at their respective offices.	1. We understand only DMS will be provided to the department which will be used for retrieval. Please confirm. 2. We understand the required storage, servers, connectivity to implement DMS will be provided by the department. Please confirm.	No change -
5	E Creation of Record Management System at Locations in Patna:- Record Management System- (RMS)	15	The proposed infrastructure called "Record Management System" and Authority can increase or decrease the quantity/ model /specification as per their requirement".	We understand the RMS System /ICT Installation will be created/done in one office only at Patna. Please confirm.	Yes, in one office of RERA,Bihar
6	ANNEXURE IX Financial Bid	28	A.1.Scanning including meta data creation, Digitization, indexing, categorizing, Including searchable PDF & Binding/Unbinding of files.:10,00,000	Please add separate rates in Financial Bid for per side (image) of a. "A0 to A3 size documents" and b. "A4/Legal Size documents". c. Metadata/Indexing Per Record d. Binding / Unbinding Per File	No assessment done, however in comparison to A4 size paper the number of other size papers would be very less

(2)

J. K. Singh

7	ANNEXURE IX Financial Bid	28	B. Implementation of DMS: 1. One time Application license & Implementation cost (for 100 User), 2. One time cost for Configuration and Customization of OMS, 3. One time cost for hosting at State Cloud, if any, 4 One-time Training cost for 10 users (including training material cost), 5. Two-year support cost	Please ask for separate cost for all 5 items as all activities are different, like 2 years support cost.	No change -
8	ANNEXURE IX Financial Bid	28	C. Creation of Record Management System (RMS): Structure for RMS, Collection of Records, 1 Cataloguing, Reports, Retention of records, CCTV system, Racks for CCTV, Galvanized iron / steel or equivalent metal box (GMB) with proper locking for storage of records, Heavy duty racks, 1 Temperature & humidity digital indicators, Biometric/RFID card-based authentication system/access control system, Pest insect, rodent & rat repellent system, etc.	In Annexure-X -Price Breakup (Page-29), the Item Heavy Duty Racks (Customised Racking System, should be calculated on PER GMB Basis) and GMB are missing. Please include in the list so that the unit rate can be given.	<p>• GMB -Size minimum L - 16-inch, H - 13.50 inch & W - 12 inch or bigger size as per requirement . -GMB must be dust proof with flaps or a lid forming seal against airborne particles, as per following details: Galvanized Metal Containers fabricated out of Galvanized Sheet of 0.8 MM thickness.</p> <p>• Heavy Duty Racks: Ø No. of loading level: optimum Ø Rack Size: - 1700(D) x2500(L) x2500 (H) Ø Having 2 Loading level Ø Weight capacity 800 Kg. each level For optimal utilization of space, size of the racks may be adjusted accordingly to accommodate maximum</p>

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					<p>number of GM Boxes. Payment of the racks would be made on the basis of per box capacity of the racks Ø Upright Pillar omega profile Size(mm)- 10x65x90x65x10, Thickness -1.2mm, Beam Omega Profile Size(mm)- 15x50x100x50, Thickness - .1.2 mm, ST Bracing Size(mm)- 10x30x60x30 Thickness -1.6 mm, D. Bracing, Size(mm)10x30x60x30 Thickness - 1.6 mm, Decking Panel (GI) Size(mm)- 200x1700 Thickness -.9 mm</p>
9	E Creation of Record Management System at Locations in Patna:- Record Management System- (RMS) Point no. 1 sr. no .9	17	Heavy Duty Racks: Rack Size 1700(D) x 2500(H) x 2500(L)	Measurements have not been provided in terms of dimensions. Could you please clarify the dimensions D x H x L?	MeasurementsIncludes - "Rack Size 1700 mm (D) x 2500 mm (H) x 2500 mm (L)

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भू-सम्पदा विनियामक प्राधिकरण
(REAL ESTATE REGULATORY AUTHORITY, BIHAR)
चौथा/छठा तल्ला, बिहार राज्य भवन निर्माण निगम लिमिटेड, मुख्यालय भवन, परिसर
शास्त्रीनगर, पटना-800023

No.- RMS, DMS/34/2024/358

Patna, Dated: - 24.06.2024

NOTICE

Real Estate Regulatory Authority (RERA), Bihar invites proposal from the eligible experienced Bidder as detail given below		
1	Name of Work	Services / Supply required for Data Management System (DMS) and Record Management System (RMS)
2	Bid Security, EMD	Rs 1,50,000/- (Rs One Lac fifty thousand), in the form of Demand Draft / Bank Guarantee in favor of Real Estate Regulatory Authority, payable at Patna
3	Sale of Bid Document	From 24.06.2024. to 24.07.2024
4	Pre-Bid Meeting	04.07.2024 at 4 PM, at 6TH Floor BSBCCCL Building Shastri Nagar, Patna 800023
5	Last date for submission of bid	24.07.2024 Till 4 PM
6	Date of opening of technical bid	24.07.2024 at 4.30 PM
7	Date of opening of financial bid	Will be intimated latter
8	Place of opening of bids	Real Estate Regulatory Authority 6th Floor, BSBCCCL Building, Shashtri Nagar, Patna, 800023
9	Address for communication	Real Estate Regulatory Authority, 6 th Floor, BSBCCCL Building Shashtri Nagar, Patna, 800023
<ul style="list-style-type: none">Bid Document can be downloaded from the website https://rera.bihar.gov.in (Free of Cost)Any future Corrigenda/Information shall be posted only on website https://rera.bihar.gov.in		


24/6/24
Office Administrator
RERA, Bihar

REQUEST FOR PROPOSAL

For

**Services / Supply required for Data
Management System (DMS) and Record
Management System (RMS)**

Issued By

Real Estate Regulatory Authority (RERA), Bihar

Real Estate Regulatory, Authority Bihar, situated at 6th Floor, Bihar State Building
Construction Corporation Campus Hospital Road, Shastri Nagar, Patna - 800023, Patna, Bihar



Telephone No. 0612-2291015

E-Mail: rerabihar@gmail.com

Website: <https://rera.bihar.gov.in>

Tender Notification No.: RMS, DMS/34/2024/

REQUEST FOR PROPOSAL

Real Estate Regulatory Authority (RERA), Bihar invites sealed bids, under two envelop system, from eligible bidders for services / Supply require for DMS and RMS Interested eligible bidders may obtain further information from the office of Real Estate Regulatory Authority, 6th Floor, BSBCCCL Building, Shashtri Nagar, Patna, 800023

Bids are invited for the work mentioned hereunder:

Sl No.	Particular	Description
1	Name of Work	Services / Supply required for Data Management System (DMS) and Record Management System (RMS)
2	Bid Security, EMD	Rs 1,50,000/- (Rs One Lac fifty thousand), in the form of Demand Draft / Bank Guarantee in favor of Real Estate Regulatory Authority, payable at Patna
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9	Address for communication	Real Estate Regulatory Authority, 6 th Floor, BSBCCCL Building Shashtri Nagar, Patna, 800023

Note –

- Bid Document can be downloaded from the website <https://rera.bihar.gov.in>
- Any future Corrigenda/Information shall be posted only on our website <https://rera.bihar.gov.in>

Disclaimer

The information contained in this Tender or subsequently provided to bidders, whether verbally or in documentary or any other form by or on behalf of Real Estate Regulatory, Bihar is provided to bidders on the terms and conditions set out in this Tender and such other terms and conditions subject to which such information is provided. This Tender is issued by the Competent Authority.

This Tender is not an agreement and is neither an offer for invitation by the Authority to the prospective bidders or any other person. The purpose of this Tender is to provide interested parties with information that may be useful to them in the formulation of their Bid pursuant to this Tender. This Tender includes statements, which reflect various assumptions and assessments arrived at by the Authority in relation to the project. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. This Tender may not be appropriate for all persons, and it is not possible for the Authority, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this Tender.

The assumptions, assessments, statements and information contained in this Tender, may not be complete, accurate, adequate or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this Tender and obtains independent advice from appropriate sources. Information provided in this Tender to the bidders is on a wide range of matters, some of which depends upon interpretation of law.

The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein. The Authority its employees and advisers make no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, and rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this Tender or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the Tender and any assessment, assumption, statement or information contained therein or deemed to form part of this Tender or arising in any way in this Selection Process. The Authority also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Bidder upon the statements contained in this Tender.

The Real Estate Regulatory Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this Tender.

The issue of this Tender does not imply that the Authority is bound to select an Bidder or bidders, as the case may be, for the Project and the Authority reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Bidder and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Selection Process.



Abbreviations

Terms	Description
BEC	Bid Evaluation Committee
AUTHORITY	Real Estate Regulatory Authority, Bihar (RERA, Bihar)
COTS	Commercial-of-the-Shelf
CV	Curriculum Vitae
DMS	Document Management System
EMD	Earnest Money Deposit
FRS	Functional Requirement Specification
GoB	Government of Bihar
L1	Lowest financial quote
LOI	Letter of Intent
MIS	Management Information System
O&M	Operation and Maintenance
PBG	Performance Bank Guarantee
RFP	Request for Proposal
SI	System Integrator
SLA	Service Level Agreement
SP	Service Provider

Invitation for Proposal

1. Real Estate Regulatory, Authority Bihar, situated at 6th Floor, Bihar State Building Construction Corporation Campus Hospital Road, Shastri Nagar, Patna - 800023, Patna, Bihar hereby invites Proposals from reputed, competent and professional firms / organizations / agencies, who meet the minimum eligibility criteria as specified in this bidding document for the "Scanning, Digitization of records, Record Management System for storage of Physical Records and its retrieval.
2. The complete bidding document shall be published on <https://rera.bihar.gov.in>. The downloaded bidding document shall be considered valid for participation in the bidding process subject to the submission of required EMD through Bank Guarantee/DD and in favor of Real Estate Regulatory Authority, BIHAR, PATNA" payable at Patna failing which the bid will be summarily rejected.
3. Bidder/ Agencies are advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

**REAL ESTATE REGULATORY AUTHORITY,
GOVERNMENT OF BIHAR,
BIHAR, PATNA**



1. Purpose of this RFP

- a) The purpose of this bid is to avail the services of a Service Provider to scan, digitize, index & upload the Documents under Document Management System & Record Management along with supply of ancillary items **within 3 months** of contract. This bid document provides information to the bidders to understand the Authority requirements prior to their 'Bid' submission. The detail scope of work is provided in this bid document. For completion of work in scheduled time, it will be mandatory for the Service Provider to start and complete the work in schedule time.

b) Tendering process related instruction

The bidder shall submit his bid at "Real Estate Regulatory, Authority Bihar, 6th Floor, Bihar State Building Construction Corporation Campus Hospital Road, Shastri Nagar, Patna - 800023, Bihar".

1. All the required documents should be signed and attached otherwise the tender of the bidder will be rejected.
2. Earnest Money Deposit (EMD) can be paid in the form of Demand draft/Bank Guarantee etc. in favor of Real Estate Regulatory Authority, Bihar, payable at Patna.

2 INSTRUCTIONS TO BIDDERS

1. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders are free to assess and propose the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
2. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Authority on the basis of this RFP.
3. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the AUTHORITY. Any notification of preferred bidder status by the Authority shall not give rise to any enforceable rights by the Bidder. The AUTHORITY may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the AUTHORITY without giving any reason.
4. This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

3 Eligible Bidders

Real Estate Regulatory Authority invites bidders to submit their technical bids and financial offers for the project of Scanning, Digitization indexation etc. and uploading of same to Document Management System and Record Management System. Along with supply of ancillary items All the pre-qualification criteria have to be met by the bidder.

4 Compliant Proposals/Completeness of Response

1. Bidders are advised to study all instructions, forms, terms, requirements and other information provided in the RFP document carefully. Submission of the bid shall be deemed to have been done after careful examination of the RFP document with full understanding of its implications.
2. Failure to comply with the requirements of the previous paragraph may render the Proposal noncompliant and the Proposal may be rejected.
3. Bidders must:
 - a) Include all documentation specified in this RFP
 - b) Follow the format of this RFP and respond to each element in the order as set out in this RFP
 - c) Comply with all requirements as set out within this RFP.



5 Consortium & Sub-Contracting Conditions

Joint Ventures, Consortium & sub-contracting are not allowed. Affidavit for the same is to be submitted by the bidder.

6 Bid Preparation Cost

The Bidders are responsible for all costs incurred in connection with participation in this process, Authority will in no case be responsible or liable for those costs, regardless of the conduction or outcome of the bidding process.

7 RFP Document Fees

The bidder may download the RFP documents from the website <https://rera.bihar.gov.in>. Free of cost

8 Bid Security/ Earnest Money Deposit (EMD)

All bids submitted in response to this RFP document shall be accompanied by Earnest Money Deposit (EMD) of 1,50,000/- (Rs one lac fifty thousand) in the form of Demand Draft or Bank Guarantee valid for a period of forty-five days beyond the final bid validity period issued by a scheduled and nationalized bank, drawn in favor of Real Estate Regulatory Authority, Bihar, payable at Patna

9 Refund of EMD

The EMD will be refunded as follows:

- a) In the case of unsuccessful bidders, the EMD will be returned to them without any interest accrued thereon at the earliest after the final bid validity period and latest on or before the 30th day after the award of the contract to the successful bidder.
- b) In the case of selected bidder(s), the EMD shall be refunded on receipt of the Performance security / Bank Guarantee.

10 Bid Queries and Pre-bid meeting

All enquiries from the bidders related to this Bid Document must be submitted to email id: rerabihar@gmail.com only in editable excel format. The queries should necessarily be submitted as per format given in ANNEXURE 1 in editable excels. **subject of the mail should contain RFP for DMS & RMS**

11 Bid Submission Format

1. The entire proposal shall be submitted strictly as per the format specified in this Request for Proposal.
2. Bids not confirming the eligibility criteria listed in this RFP will be summarily rejected.
3. Submission of forged documents will also result in rejection of the bid.
4. Bids with deviation from any of prescribed formats are liable for rejection.

12 Language of Bid

All the bid documents as well as supporting documents which need to be submitted in response to this RFP shall be in English language only. The documents submitted in any other language other than English shall not be evaluated and hence may be disqualify from the Bid.

13 SELECTION PROCESS FOR BIDDER

Opening of Bids

1. The Bid submitted without EMD, will be summarily rejected. Only those Bid for which EMD is received will be eligible for opening.
2. Total transparency will be observed and ensured while opening the Proposals/Bids
3. Authority reserves the rights to postpone or cancel a scheduled Bid opening.
4. First, Pre-qualification Proposals would be opened i.e. Submission of EMD, Bids not accompanied with the requisite EMD or whose EMD is not in order shall be rejected.

5. Technical Proposals of Bidders would be opened for only those bidders who pass the Prequalification criteria.
6. As per schedule date & time, Commercial Proposal would be opened of those Bidders who qualifies in the technical qualification criteria with minimum 70 score. All Bids would be opened in the presence of Bidders' representatives who choose to attend the same.
7. Authority will continue the process of opening the bids of all the bidders even in case of absence of one/ all the bidders participated in the bidding process.
8. During Bid opening, preliminary scrutiny of the Bid documents will be made to determine whether they are complete, whether required Bid Security has been furnished, whether the Documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected. Authority has the right to reject the bid after due diligence is done.

Method of Submission of Tender Form

The bidder shall submit his bid at "Real Estate Regulatory, Authority Bihar, 6th Floor, Bihar State Building Construction Corporation Campus Hospital Road, Shastri Nagar, Patna - 800023, Bihar". In the sealed envelope one for pre-qualification documents EMD, 2ND for technical proposal, and 3rd for financial proposal. And all in one large sealed envelope.

Evaluation Criteria

1. The overall objective of this evaluation process is to select the capable and qualified firm for the subject Project of the Authority.
2. First the Pre-Qualification Proposal will be evaluated and only those bidders who qualify the requirements will be eligible for next set of evaluations. Technical Proposal and Commercial Proposal of Bidders who do not meet the Pre-Qualification criteria will not be considered.
3. The technical score of all the bidders would be calculated as per the criteria mentioned in the RFP. All the bidders who will achieve minimum 70 or more marks in the technical evaluation would be eligible for the next stage, i.e. Financial Bid opening.
4. Proposals of bidders would be evaluated as per Technical Evaluation Criteria. Bidders should clearly indicate, giving explicit supporting documentary evidence, with respect to the below, in absence of which their proposals will be rejected summarily at the qualification stage itself.
5. Bidders will be asked to give presentation of the envisaged solution, approach & methodology.

14 Qualification Criteria

The bidder needs to satisfy pre-qualification conditions as mentioned in the table below.
Sub-contracting is not permitted to deliver the Scope of work of this RFP.

Sl No.	Qualification Criteria	Documentary Evidence
1	The bidder(s) must be registered in India under the Indian Companies Act, LLP, Firm etc. should have registered offices in India (with GST or Service Tax Registration Certificate) and should be in existence in India for at least the last 3 years, as on date of submission of bid.	Certificate of Incorporation, certificate for registration of firm, Deed etc., PAN card, Valid GST Registration Certificate. Valid Income Tax Registration Certificate.
2	Bidder should have been in the business of Scanning and Digitization etc. and meta data entry for DMS & RMS along with supply of requisite items not less than 3 years as on Mar'2024.	A copy of work order should be furnished along with the technical bid.
3	The Bidder should have single work order of at least 1 Crore Documents which include scanning & Digitization etc. for DMS & RMS along with supply of requisite items along with Record Management	A copy of work order needs to be submitted along with the technical bid.

	System for any of the state Government/Central Govt. Authority/Public Sector Undertaking.	
4	The Bidder must have successfully completed similar purchase orders in last 3 Financial Year (20-21, 21-22 & 22-23) in any Central/State Government Institutions /PSU Banks etc. as per below details. a. One Project for scanning & digitization of at least 1 cr. documents at single or multiple locations.	Work Order along-with Completion Certificate / Client Certificate / Project Citations / satisfactory execution / payment received etc.
5	The Bidder should have an average annual turnover of Rs. 5 crores for similar service & supply for the last 3 financial years ending on 31st March, 2023	Average Annual Turnover is only from the services from scanning work / Record Management Services or other similar IT services duly certified by CA mentioning CIN No. which will be verified by the Authority through online. Financial Statements also be attached for last 3 Financial years.
6	The Bidder must have prior experience to handle and scan very old/fragile/ sensitive/heritage records like manuscripts, etc., to ensure the Bidders' capability so that the old valuable revenue records of the Government do not get damaged during unbinding, rebinding and scanning process. The Vendor should have completed at least 2 such digitization projects of value of more than Rs. 50 Lacs each for State Government/PSUs/PSU Banks in last 3 financial years.	A copy of work orders along with the completion certificates must be furnished by the bidders in this regard along with the technical bid.
7	The Bidder should have valid ISO 9001 Certificate for Quality Assurance, valid ISO/IEC 20000 Certificate for IT Service management and valid 27001 Certificate for Data / Information Security Or any other equivalent certificate for Quality Management, IT Service management and Data / Information Security.	Attested Copy of Certificate must be attached with the technical bid.
8	The Bidder(s) should have valid GST Registration Certificate and PAN No.	Copies of GST Registration Certificate and PAN No.
9	The Signatory signing the Bid on behalf of the Bidder should be duly authorized by the Board of Directors or by the partner of the bidding company.	A Certificate from the Company Secretary or the partner of the Bidder certifying that the Bid signatory is authorized by the Board of Directors of the Company to do so, supported by board resolution with number and date to sign the Bid on their behalf.
10	The bidder(s) must also submit an affidavit duly notarized that all information given in its tender is correct in all respects and if found to be incorrect or false at any stage then the Authority has authority to blacklist, debar, reject and can take legal action against the bidder.	Submit an affidavit duly notarized
11	The bidder(s) blacklisted by any of the Govt. Organization/Authority or having record of poor performance such as abandoned work having inordinately delayed completion or having faced financial failures etc., is not eligible to participate in the tender. The bidder needs to submit an affidavit to this effect along with the bid documents.	Submit an affidavit duly notarized

12	The bidder must have registered with EPF & ESI	A copy of the certificate must be submit along with technical bid
13	Service Providers should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Tendering Authority. There should have been no damage to records held by the Bidder at any facility due to Fire, Termite or Rain in the past during/after execution of project.	An affidavit in this regard should be submitted with the Bid
14	The bidders should have their own office in Patna	Bidders shall provide adequate documentary proof in this regard along with the technical bid.
15	The Bidder will not sub-let/sub- contract/outsource to any company the work under this RFP. An appropriate affidavit will be submitted by the Bidder in this regard.	Affidavit should be submitted with the Technical Bid.
16	Bidder should own minimum 30 scanners (combination of different scanners). Further there should be minimum one unit of each type of scanner).	Self-Declaration signed by the Authorized Signatory stating the total number of scanners owned

15 Evaluation of Technical Bids

- The Technical Bids of only those Bidders, who will qualify in the Pre-Qualification stage, shall be considered and will be evaluated as per the evaluation criteria in this clause. The Bid Evaluation Committee (BEC) shall invite each Bidder to make a presentation as part of the technical evaluation.
- The BEC may require written clarifications from the Bidders to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. In order to qualify technically, a Bidder must secure a minimum of 70% of total marks in technical evaluation after summing up.
- Only those Bids which have a minimum score of 70% of total marks in technical evaluation will be considered for opening of their Commercial Bid. Only the Bids qualifying the technical evaluation will be considered for commercial evaluation.
- Technical Evaluation of the bids would be carried out based on 4 broad parameters as given below:
 - Bidder Competence (30% of the total weightage)
 - Relevant Experience of the Bidder (40% of the total weightage)
 - Functional Capability (10% of the total weightage)
 - Technical Presentation (20% of the total weightage)

Technical Evaluation Parameter

S. No.	Technical Evaluation Parameter	Point System	Max. Marks	Documentary Evidence
A	Bidder 's presentation and Competence		30	
1	Average Turnover from scanning and/or Record Management System (scanning & Digitization along with Record Management System) related business over the last 3 financial years ending on 31st March, 2023	Above 5 Cr & up to 7.5 Cr - 6 marks Above 7.5 Cr and up to 10 Cr - 8 Marks Above 10 Cr - 10 marks	10	Copy of the audited Profit and Loss Statement of the company and Certificate from the Chartered Accountant clearly stating the turnover from Scanning and Document Management System related work
2	Bidder should own minimum 30 scanners minimum one of each type).	Above 30 & up to 50 - 7 marks Above 50 & up to 75- 8.5 marks Above 75 machines - 10 marks	10	Self-Declaration signed by the Authorized Signatory stating the total number of scanners owned as per type.

3	Bidder should have CMM level 3/5 or above certification	Level 3 -- 3 marks Level 5 -- 5 marks	5	Copy of the valid Certificate
4	Bidder should have ISO 9001:2015 & 27001:2013 certification		5	Copy of the valid Certificate
B	Relevant Exp.		40	
1	The Bidder should have scanned minimum cumulative number of images - over the last 3 financial years (FY 2020-21 & 2021-22, 2022-23) in India.	Above 1 Cr & up to 2 Cr -- 7 marks Above 2 Cr & up to 3 Cr - 8.5 marks Above 3 Cr - 10 Marks	10	Work Completion Certificate signed by a competent authority clearly stating the volume of scanning work completed/ Work order and client satisfaction certificate clearly mentioning number of images scanned till date (in case of ongoing project)
2	Minimum one project of 1 Cr images scanned in single govt./PSU/PSU Bank/ over the last 3 financial years (FY 2020-21 & 2021-22, 2022-23) in India	Above 1 Cr & up to 2 Cr -- 5 marks Above 2 Cr & up to 3 Cr - 10 marks Above 3 Cr - 15 Marks	15	
3	Number of projects implemented of digitization and Record Management System by the Bidder in State Govt./Central Govt/PSU over the last 3 financial years (FY 2020-21 & 2021-22, 2022-23)	1 project 5 Marks Up to 2 projects - 10 Marks Above 2 projects - 15 Marks	15	Copy of Work Completion Certificate signed by a competent authority. volume of scanning work completed and site setup
C	Functional Capability		10	
1	Features and functionality of the (scanning/Digitization and implementation of DMS along with Record Management System) Record Management Solution as per the requirements of the bid	As per Scope of Work	10	Extent of compliance to the requirements specified in this bid.
D	Technical Presentation		20	
1	Detailed understanding of the scope of project, approach & methodology, detailed project plan along with the timelines and resource deployment plan, understanding and mitigation of risks.	As per presentation	15	Overall project strategy, approach to meet the requirements of the project, complete project plan with proper timelines, responsibility matrix, identification of risks and mitigation of identified risks.
2	Demonstration of DMS Software		5	Bidder should demonstrate the DMs software along with Technical bid
Total Marks			100	

16 Award of Contract

1. Authority Right to Accept any Bid and to Reject any or All Bids

Authority reserves the right to accept or reject any Bid, and to annul the bidding process and reject any or all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Authority action.



2. Right to split the volume of work

The Authority reserves the right to award the work as per suitability to other bidders at L1 rates if it is required to get the work finished within the stipulated time frame.

3. Letter of Acceptance

Prior to the expiration of the period of bid validity, Authority will notify the successful bidder in writing or by fax or email, that its bid has been accepted. The Letter of Acceptance will constitute the formation of the contract. Upon the successful Bidder's furnishing of Performance Security, Authority will promptly notify each unsuccessful Bidder.

4. Signing of Contract

Authority shall notify the successful bidder that its bid has been accepted. The successful bidder shall enter into contract agreement with Authority within the time frame mentioned in the Letter of acceptance to be issued to the successful bidder by Authority.

17 Performance Bank Guarantee

1. The successful bidder shall deposit PBG within fifteen (15) working days from the date of Notification of Award/ signing of contract (whichever is earlier).
2. Performance Bank Guarantee (PBG) must be unconditional and irrevocable from a Nationalized or Scheduled Bank, payable on demand, for the due performance and fulfilment of the contract by the bidder.
3. The performance guarantee shall be as per denominated in the currency of the contract and shall be in the form of bank guarantee.
4. This performance bank guarantee will be of an amount equivalent to 10% of contract value. All charges whatsoever such as premium; etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.
5. The performance Bank Guarantee shall be valid until the end of six months after the completion of the contract with successful bidder. Subject to the terms and condition in the Performance Bank Guarantee, six months after the contract completion, the performance Bank Guarantee will lapse automatically.
6. The Performance Bank Guarantee may be discharged/ returned by Authority upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee. The Format for Performance Bank Guarantee is provided in ANNEXURE.VII
7. In the event of the Bidder being unable to serve the contract for whatever reason Authority would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of Authority under the contract in the matter, the PBG shall be payable to Authority as compensation for any loss resulting from the bidder's failure to complete its obligations under the Contract. Authority shall notify the Bidder in writing regarding the exercise of its right to receive such compensation within 30 days, indicating the contractual obligation(s) for which the Bidder is in default.
8. Authority shall also be entitled to make recoveries from the bidder's bills, performance bank guarantee, or from any other amount due, the equivalent value of any payment made due to inadvertence, error, collusion, misconstruction or misstatement.

18 SCOPE OF WORK

Authority reserves the right to amend/add/delete/ edit any of the items of the scope of work and the same shall be binding on the successful bidder.

Bar Coding, Scanning/Digitization, searchable PDF, categorizing, and ancillary services Implementation of DMS (data management system) Software and Record Management System and supply of items required including CCTV and racks etc.

Scanning/Digitization

Summary of the Scope of Services from Service Provider for Scanning & Digitization (paper size A4, legal, A3, A2, A1 & A0).

The scope of services shall comprise the following:



Numbering of pages
Un-binding/binding of files
Barcoding of file/documents
Scanning, indexing and cataloging, tagging of documents
Implementation of DMS Software

Indicative volume of records

The total number of pages for scanning/digitization of different sizes (A0, A1, A2, A3, A4, Letter, Legal, etc) shall be +/-10 lakhs pages. (+/- 10,000 files)

A Scanning and Digitization

1. The document /pages shall be scanned at minimum 300 dpi resolution in BW/Grey Scale and the size should be not more than 300 KB per image for A4/Legal size pages.
2. The Service Provider shall compress the images using appropriate compression mechanism such that storage space required is saved and at the same time quality of the image does not deteriorate.
3. The scanned documents shall be converted into any of the standard file formats such as TIFF/PDF/JPEG/RTF/ODT/PNG or other standard formats as per the requirement of the Authority. All the pages of a single file have to be stitched together to generate an exact replica of the physical file. The stitched document should be represented in a TIFF/ PDF format or any other standard format as per AUTHORITY requirement.
4. Service Provider shall use Group IV lossless compression technique or better for black and white images and LZW lossless compression or better for images in Grayscale/ Color.
5. The compressed PDF files created for viewing are required to be 50-80% compressed as compared to standard CCITTG4/JPEG compression (in TIFF/JPEG/PDF file format) for Mono/Color/Grey scale images and shall retain search ability, clarity of image and print quality.
6. Service Provider will be responsible for quality assurance and will go through all documents to see if they are complete and legible. The Service Provider will undertake Quality Assurance processes for all aspects of processing and post-processing of records including image capture, indexing, storage and return.
7. Service Provider's staff will perform quality control to ensure that each page is fully rendered, properly aligned, and free of aliasing/ distortions. Inspection and quality control data shall always be recorded on the worksheet accompanying each volume. Whenever necessary (e.g., poor image capture of an illustration), the staff will re-scan from the original text and insert the image(s) into the proper image file sequence.
8. Service Provider shall perform the OCR on the applicable documents so that the documents can be searched using the text in the documents.
9. It is also required to be a linearized PDF {as defined by PDF reference manual (ISO 32000- 1:2008)} to ensure faster web viewing.
10. Searchable PDF/A shall be created in one single step by processing the input image file(s) thus ensuring that no intermediate manipulation of the contents is possible.
11. Service Provider shall ensure that the quality of scanned images is enhanced to the optimum level and shall perform all such activities required to bring the scanned image to optimal level such as skew, de-skew to make the image straight, cropping and cleaning of images like removal of black noises around the text and providing equal margins around the text etc.
12. In case the documents are not legible, the Service Provider shall scan the documents at a higher resolution or in Grayscale. No extra payment shall be made for the same.
13. All the pages in a document including blank pages (only when such blank pages are numbered in the file/document) shall be scanned to produce exact replica of the original document. No page shall be scanned more than once.
14. The PDF/A files are required to be capable of being digitally signed using an open source Digital Signature Software without requiring any proprietary/commercial software;



B Indexing and Cataloguing

1. Service Provider will create metadata fields if required for indexing as per the requirement of the Authority.
2. Service Provider would use suitable technology and software for Indexing and Cataloguing of metadata
3. Indexing is to be done by attaching metadata tags to each of the documents.
4. Service Provider will establish procedure for checking the accuracy of indexing and making necessary corrections as accurate indexing is required for efficient retrieval of digital documents from digital storage media.
5. Once all documents are verified and pass Service Provider's quality assurance phase (QC1), then QC2 to be done by AUTHORITY side and they will be stored on final digital media of the user's preference, complete with their indexes. At the end of the process all paper documents will be returned in their original form to the concerned nominated person of AUTHORITY
6. Scanned file naming convention and folder structure to be used to store the scanned files and would be as per the policies defined by AUTHORITY.

C Implementation of DMS

1) Development of Search & Retrieval Software:

Develop suitable search and retrieval software in consultation with the customer, Ensure seamless operation on Windows, operating systems in LAN, Intranet, and Internet environments.

2) Installation, Support, and Maintenance:

Install the software application and provide support and maintenance

3) Separate Software for Scanning, Indexing, and Image Retrieval:

Provide scanning, indexing, and image retrieval software separately to user AUTHORITY at their respective offices.

4) Database Compatibility:

Ensure software supports industry standard databases such as SQL Server, Oracle, and Postgres SQL.

5) Integrated Archival and Indexing Solution:

Provide an archival and indexing solution from the same vendor for seamless integration.

6) Integration with Legacy and Core Applications:

Ensure the software seamlessly integrates with existing legacy and core applications and supports interface with other open standard systems.

7) Future System Interface:

Design the software to interface with existing systems in the future.

8) Image and Document Viewing:

Support viewing of images and PDF/A documents in the native viewer without additional licenses or costs. Include annotation functionalities such as highlighting, marking text, underlining, and adding sticky notes.

9) Browser Based Retrieval Software:

Develop retrieval software that works on browsers, eliminating the need for client level installation components.

10) Record and Metadata Separation:

Support the separation of records and metadata for effective management of a large volume of various records.

11) Batch Scanning Capability:

Enable the software to scan multiple pages into batches for auto/manual processing.

12) Importing Existing Images:

Provide the ability to import existing images (PDF/A, Tiff) for indexing and uploading into the archival software without rescanning.

13) Thumbnail View and Batch Naming:

Include a feature to show thumbnail views of images in a record for quality control and verification. Allow defining sequential batch names for scanning multiple batches with options for prefixes and suffixes such as xxxxxxxxxxxx

14) Document and Folder Operations: Enable various document and folder level operations such as move/copy, email, download, etc., for forwarding documents to different users.

15) Indexing Parameters and Archival Formats:

Provide indexing based on predefined parameters like Year, Month, AuthorityName, District Name, etc. Support archival of various document formats, including Tiff, PDF, PDF/A, Doc, XLS, PPT, DWG, etc.

16) Audit Trail Management and Reporting:

Implement comprehensive audit trail management, capturing extensive audit logs from login to logout. Support exporting reports and offer extensive reporting at document/record, folder, and user levels.

17) User Permissions and Security:

Support multiple permissions (search, read only, write, delete, print, download) for each record to ensure restricted sharing and maintain confidentiality.

Provide user level permissions and the ability to change passwords.

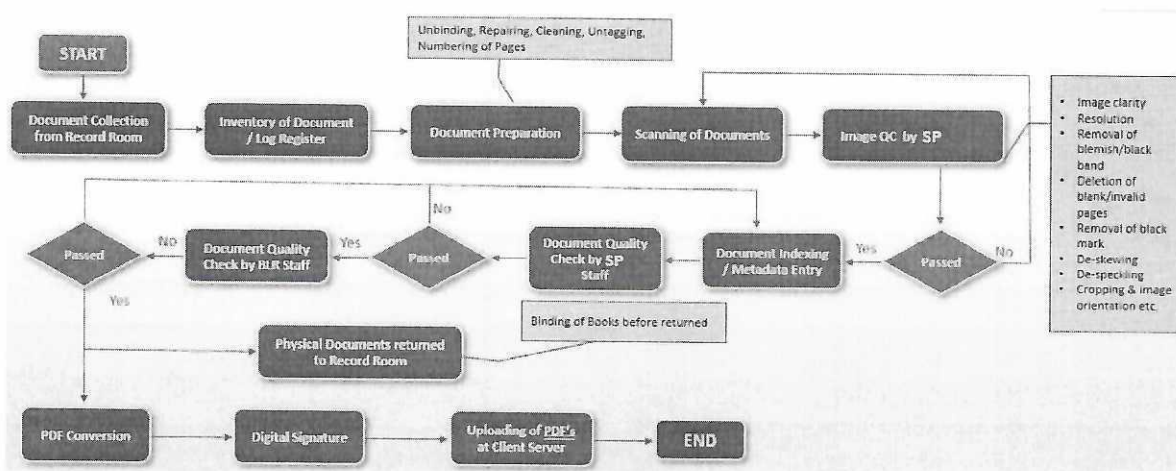
18) Platform Independence and OCR Support:

Ensure the proposed indexing and archival solution is platform independent, supporting Windows platforms. Support Tamil/English OCR (Optical Character Recognition) within the specified resource contract price.

D DMS Software

Successful Bidders should also have a dedicated team of project managers, quality control experts, hardware and database management experts and a sufficient set of Scanning Station operators and file handler team for timely completion of this project. Successful Bidder should increase the number of manpower based on the requirement, to complete the project in the stipulated timeframe. For retrieval of records service provider shall provide one trained Manpower for one year and facilitate the designated revenue staff.

Process flow of scanning, digitization and DMS uploading



I. Structure for Record Management Systems

- a. Renovated constructed space will be provided by the Authority.
- b. Creation of RMS by providing complete infrastructure facilities like 1. CCTV, 2. Heavy Duty Racks, 3. GMB Boxes, Biometric/RFID Card Based Authentication/ Access control Systems, 5. Pest, Insects, Rodent and Rat Repellent System, 6. Ladder, 7. Temperature and Humidity Digital Indicator, 8. Aluminium and Glass Partition.
- c. The building/structures for storage facility will be provided by the Authority. The building will be in good condition and have proper drainage provision to avoid any leakage from roof, pipes, mechanical installations, roots or any other source of water ingress.
- d. Storage facilities will have access control and no unauthorized personnel can be allowed access to the record room at any time. Access be controlled by card based/bio metrics electronic access control system and the record will be maintained in a digital form and register of personnel and material entering and leaving the secured area.
- e. CCTV monitoring of area with recording for minimum two weeks is essential.
- f. Service Provider must confirm that Pest & Rodent Control and Termite treatments are carried out regularly (monthly basis) in the storage space for a Pest Free environment.
- g. Service Providers are required to use good quality racking system & boxes of reputed company as per specifications mentioned in the tender document.
- h. The contract for maintenance and support will be for 5 years (2 year during warranty & 3 years during CAMC) and can be extendable for further five years on the same terms and conditions subject to the satisfactory performance of the vendor and on mutual understanding by both the parties.

II. Collection of Records

- a) The Service Provider will visit office of the Authority and existing physical records room for collection of record/documents in physical form government records pertaining to Authority in a time bound programmed which will be decided mutually by concerned authorities
- b) The requirement includes the packing of boxes and indexing of contents and all other works or any other necessary process in this connection.
- c) The Service Provider shall carryout collection on specific authority or instructions of the authorized official in writing.

III. Cataloguing

- a) The Service Provider will arrange and catalogue the records and prepare inventory using BAR code technology. BAR codes are to be securely fixed on each carton and its each and every content (files, bound voucher bundles, registers, etc.) to prevent any loss during storage or removal/retrieval.
- b) Acknowledgments of the records giving the number of Boxes / container with description and number of files/registers/bound vouchers bundles, etc. in each box / container are to be given to the concerned branch/office at the time of pickup.
- c) Thereafter the Service Provider shall give the soft copy and hard copy of list of inventory.
- d) BAR coding should be tamper/waterproof.

IV. Reports

The Service Provider is required to provide location wise reports as per administrative requirement and periodicity to the designated offices.

- a) Total number and details of the boxes with size containing records being stored at per location.
- b) Total number and details of the boxes/records retrieved (delivered) during a period.
- c) Total number and details of the boxes/records returned by the administration.
- d) Total number and details of the administration boxes.
- e) Total number and identity of retrievals per month.
- f) Other MIS reports, as specified by the Authority.



V. Retention of Records.

The Service Provider will retain and maintain the records as per Record Retention/Maintenance Policy of the administration which shall be provided by the Authority.

VI CCTV System. (IP Based CCTV system / CCTV network)

1. IP based CCTV System with recording facility in night
2. CAT 6A S/FTP Cable for CCTV & Networking
3. 16 Port Jack Panel with rear wire manager for CCTV & Networking
4. Information Outlet with Surface Mount Box for CCTV & Networking
5. CAT6A S/FTP Patch Cord 1 mtr & 3mtrs with molded plug for all IT Services
6. Full L2 16 Port PoE+ / Non PoE Managed Switch:

VII Racks for CCTV:

19" wall mount rack, height 12U/15U, width min 600 mm and depth min 550 mm with front glass door, closed on all sides, lock and key, min 2 nos. fans on top of the rack for cooling, trays and single phase 230V 16Amp Standard Rack Mount Power Distribution Unit with min. 6 nos. Indian Round Pin, 5/15A Inlet Plug type 16A Indian Round Pin with MCB.

VIII Galvanized Iron / Steel or equivalent Metal Box (GMB) with proper locking for Storage of Records:

- Galvanized Iron / Steel or equivalent metal box with proper locking for storage of hard copy of different sizes of revenue records like A4/Legal/A3.
- GMB should contain minimum 2500 to 3000 pages per Box.
- Size minimum L - 16 inch, H - 13.50 inch & W - 12 inch or bigger size as per requirement of the Authority
- GMB must be dust proof with flaps or a lid forming seal against airborne particles, as per following details: Galvanized Metal Containers fabricated out of GP grade Galvanized Sheet of 0.8 MM (minimum) and Powder Coated having additional ribbing on all side for Water, Dust, Rust & Fire resistant.
- GMB must be Anti-corrosive, Robustness & Durable finish standards.

IX Heavy Duty Racks:

- No. of loading level: optimum
- Rack Size :- 1700(D) x 2500(L) x 2500 (H)
- Having 2 Loading level
- Weight capacity 800 Kg. each level
- Upright Pillar omega profile Size(mm)- 10x65x90x65x10, Thickness -1.2mm, Beam Omega Profile Size(mm)- 15x50x100x50, Thickness -1.2 mm, ST Bracing Size(mm)- 10x30x60x30 Thickness -1.6 mm, D. Bracing, Size(mm) 10x30x60x30 Thickness - 1.6 mm, Decking Panel (GI) Size(mm)- 200x1700 Thickness -.9 mm
- Raw Material: Load bearing members of the system should be made out of high strength Industrial steel having properties equivalent to grades specified by IS 5986:2002 / IS 2062:2006. For rack strength, the raw material used for structural load bearing members must possess adequate ductility to ensure toughness.
- For long life and protection from corrosion, all components shall have anti -rust treatment, anti-corrosion treatment, powder coated for obtaining a smooth, and scratch resistant as per SI Standard.
- Uprights: Uprights of racks are to be multi bend profiles, designed to offer maximum load bearing capacity with optimum surface utilization ensuring high standards of stability and safety. Uprights are to be bolted with base plates to transfer the load to ground. Uprights are to be Lead free epoxy polyester powder coated.

X Temperature & Humidity Digital Indicators:

- It should have capacity to maintain the record and generate alarm.
- Four digit LED display.
- Accuracy: +/-0.25%
- PC Connectivity

XI Biometric / RFID Card based authentication System / Access Control System:

- Card based / Biometric based Access Control System or both
- Biometry Finger Print based/Card based Access Control for critical area (Record Room and ICT Infrastructure Area) with Automatic Door Lock and Release System as per access validation.
- Minimum 5 no. Card for Access Control.

- Card Type & Card Reader: Proximity /Mifare/ HID Card Reader

XII Pest, Insects, Rodent & Rat Repellent System:

Pest, Insects, Rodent and Rat Repellent System for Record Room and ICT Infrastructure Area to be setup in MRRR. Pest control to include safety from rodents, rats, termites, bugs, cockroaches, flies and spiders. Treatments for Pests and Insects should be carried out at least once in every quarter during the warranty & support period of 3 years. Insects attracting light based insects management system should be installed inside Record Room, ICT Infrastructure Area & Service Area. The system shall be designed such that it does not kill the rodents and rats inside the location.

XIII Aluminum Partition and ladder etc.

19 Project Timeline

Sl No	Scope of work	Time Line
1	Scanning/Digitization	3 Months
2	Implementation of DMS	
3	Record Management Services (in-house	

20 Taxes and Duties

The successful bidder shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed etc. excluding GST which shall be paid by AUTHORITY as actual separately.

If, after the date of this Agreement, there is any change of rate of levy under the existing applicable laws of India with respect to taxes and duties, which are directly payable by AUTHORITY for providing the services i.e. GST or any such other applicable tax from time to time, which increase or decreases the cost incurred by the SP in performing the Services, then the remuneration and reimbursable expense otherwise payable to AUTHORITY under this Agreement shall be increased or decreased accordingly by correspondence between the Parties hereto, and corresponding adjustments shall be made to the Contract Value. However, in case of any new or fresh tax or levy imposed after submission of the proposal the SP shall be entitled to reimbursement on submission of proof of payment of such tax or levy.

21 Liquidity Damage

- Liquidity damage would be 1 % of total contract value for delay of every one month after allotted date for completion of project, maximum liquidity damage will be 10% of contract value. will be deducted from the bill of the bidder
- Liquidity damage will be deducted from Bills
- Damage of Records – 5% to 10% of contract value based on importance of documents.

Annexures -I

ANNEXURE I: Format of sending Pre-Bid queries

Name of the bidder: Queries

Si No,	Clause No.	Page No.	Content of RFP Requiring Clarification	Change Requested/Clarification required

Name of Authorized Personnel

Date of submission:

Note: Please sent pre-bid queries in format as specified above in editable excel through email.

Annexure- II

Pre-Qualification Cover Letter (To be submitted on the letterhead of the bidder)

Date:

To,

Address

Place:

Subject: Submission of proposal in response to the RFP for " _____ "

Ref: RFP No. :

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for the Appointment of Service Provider for the Project " _____ ".

We attach hereto our responses to pre-qualification requirements and technical & commercial proposals as required by the RFP. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to Authority is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the Authority in its short- listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 180 days from the date of submission of bid. We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed the RFP.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Signature of Authorized Signatory (with official seal) Name: Designation: Address:

Telephone & Fax: E-mail address:



ANNEXURE III:

Guidelines for Technical Proposal

Checklist for Technical Bid

Sl No.	List of documents to be submitted	TQ ref.	Submitted (Y/N)	Documentary Proof (Pg. No.)
1	Cover Letter			
2	Work Orders			
3	Copy of the audited Profit & Loss Statement of the company and Certificate from the Chartered Accountant			
4	Project Details			
5	Self-declaration			
6	Copy of valid certificate			
7	Scanner Specifications			
8	Manpower Details			

Note: TQ ref. should be as per TQ criteria mentioned in this RFP

Technical Bid Cover Letter

Date:

To

Subject: Submission of proposal in response to the RFP for

Ref: RFP No. :

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for “_____”

We attach hereto the technical response as required by the RFP, which constitutes our proposal. We undertake, if our proposal is accepted, to adhere to the implementation plan (Project schedule) for providing Professional Services in “_____”, put forward in RFP or such adjusted plan as may subsequently be mutually agreed between us and AUTHORITY or its appointed representatives.

If our proposal is accepted, we will obtain a Performance Bank Guarantee issued by a nationalized bank in India, for a sum of equivalent to full value of the contract value for the due performance of the contract.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 180 days from the date of submission of Bid and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and AUTHORITY.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to AUTHORITY is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead AUTHORITY as to any material fact.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Date:



(Signature)
(Name:-
(In the capacity of)
[Seal / Stamp of bidder]
Witness Signature:
Witness Name:
Witness Address:

ANNEXURE IV:

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I _____, the Company Secretary of _____, certify that _____ who signed the above Bid is authorized to do so and bind the company by authority of its board/ governing body.

Date:

Signature:

(Company Seal)

(Name)

ANNEXURE V:

Commercial Bid Cover Letter

(To be submitted on the Letterhead of the responding firm) Date:

To

Address

Subject: Submission of proposal in response to the RFP for " "

Ref: RFP No. : Dear Sir,

We, the undersigned Bidders, having read and examined in detail all the bidding documents in respect of " " do hereby propose to provide services as specified in the bid referred above.

1. PRICE AND VALIDITY

- All the prices mentioned in our bid are in accordance with the terms as specified in the bid documents. All the prices and other terms and conditions of this bid are valid for a period of 180 calendar days from the date of opening of the Bids.

- We hereby confirm that our bid prices include all taxes. Taxes are quoted separately under relevant sections, as specified in the bid formats.

- We have studied the clause relating to Indian Income Tax and hereby declare that if any income tax, surcharge on Income Tax, Professional and any other corporate Tax in altered under the law, we shall pay the same.

2. UNIT RATES

We have indicated in the relevant schedules enclosed, the unit rates for the purpose of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the bid documents and there are no deviations.

4. QUALIFYING DATA



We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

5. BID PRICE

We declare that our bid Price is for the entire scope of the work as specified in the bid document. These prices are indicated in the subsequent sub-sections of this Section.

6. CONTRACT PERFORMANCE GUARANTEE BOND

We hereby declare that in case the contract is awarded to us, we shall submit the contract Performance Bank Guarantee in the form prescribed in the bid. Contained in the bid is true and correct to the best of our knowledge and belief.

We understand that our bid is binding on us and that you are not bound to accept a bid you receive. We confirm that no

Technical deviations are attached here with this commercial offer.

Thanking you,

Yours faithfully,

Date: Place:

Office Address:

(Signature of the Authorized Signatory) Name

Designation

Seal.

ANNEXURE VI-

Bank Guarantee Format of EMD

Bank Guarantee Format for Earnest Money Deposit (EMD):

(To be provided in original on stamp paper of value required under law duly signed by authorized representative of Bank)

Tender Ref. Date:

To:

Address

This Deed of Guarantee executed at _____ by _____ (Name of the Bank) having its Head / Registered office at _____, and having one of its branches at _____ Patna (hereinafter referred to as —"the Guarantor") which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns;

In favor of _____, having its office at 6th Floor, Bihar State Building Construction Corporation Campus Hospital Road, Shastri Nagar, Patna - 800023, Bihar (hereinafter referred to as —"_____") which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns;

Whereas Name of the bidder _____ Ltd., a Company / partnership firm / proprietorship concern registered under the _____ -(name of the relevant act/law under which incorporated) having its registered office at _____ (hereinafter called —"Bidder" which expression shall unless it be repugnant to the subject or context thereof include its executors, administrators, successors and assigns) has submitted its Proposal for award of — " _____" vide Invitation for Tender Document No _____ dated _____ issued by _____, RERA Bihar (hereinafter referred to as —"the Project").

Whereas in terms of the Invitation for Tender Document No _____ dated _____ (hereinafter referred to as Tender Document) issued by _____, the Bidder is required to furnish to _____ an unconditional and irrevocable Bank Guarantee for an amount of INR _____ (INR _____) as Earnest Money Deposit and the Guarantor has at the request of the Bidder agreed to provide such Guarantee being these presents:



Now this Deed witnessed that in consideration of the premises, we, _____ Bank hereby agree, declare, undertake and guarantee as follows:

1. We as primary obligor hereby irrevocably, unconditionally and without reservation guarantee the due and faithful fulfilment and compliance of the terms and conditions of the tender by the said Bidder and unconditionally and irrevocably undertake to pay forthwith to _____ an amount not exceeding INR _____ (INR _____ only) without any demur, reservation, recourse, contest or protest and without reference to the Bidder, if the Bidder has failed to comply with and fulfil all or any of the terms and conditions contained in the tender. A letter from _____ stating that the Bidder is in default in the due and faithful fulfilment and compliance with the terms and conditions contained in the tender shall be final, conclusive and binding on the Bank, in respect of the forfeiture of the Earnest Money Deposit and the amount due and payable under this Guarantee.

2. This Guarantee shall remain in full force and effect for a period of 180 (One hundred and Eighty) days from the _____ (Proposal Due Date).

3. Subject to clause 1 above, any claim for payment under this Guarantee shall be in the form of a written declaration by _____.

4. We.....Bank further agree that _____ shall be the sole judge as regards the determination as to whether the Bidder is in default of due and faithful fulfilment and compliance of the terms and conditions contained in the Tender and the decision of _____ in this regard shall be final and binding on us, notwithstanding any differences between _____ and the said Bidder and/or any dispute between _____ and the Bidder pending before any Court, Tribunal, Arbitrator or any other authority.

5. _____ shall have the full liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any other terms and conditions of the said Tender document or to extend the time frame for completion of bidding process or the period of fulfilment and compliance with the terms and conditions contained in the said Tender document by the said Bidder or to postpone for any time and from time to time any of the powers exercisable by it against the said Bidder and either to enforce or forbear from enforcing any of the terms and conditions contained in the said Tender document or the securities available to _____ and the bank shall not be released from its liability under these presents by any exercise by _____ of the liberty with reference to the matters aforesaid or by reason of time being given to the said Bidder or any other forbearance, act or omission on the part of _____ or any indulgence by _____ to the said Bidder or of any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.

6. Any notice by way of request, demand or otherwise hereunder shall be sent by courier or by registered mail to the Bank, addressed as aforesaid.

7. We undertake to make the payment on receipt of your notice of claim on us addressed to (name of Bank along with branch address) and delivered at our above branch that shall be deemed to have been duly authorized to receive the said notice of claim.

8. It shall not be necessary for _____ to proceed against the said Bidder before proceeding against the bank and the Guarantee herein contained shall be enforceable against the bank, notwithstanding any other security which _____ may have obtained or obtained from the said Bidder, shall at the time when proceedings are taken against the bank hereunder, be outstanding or unrealized.

9. We _____ Bank lastly undertake not to revoke this guarantee during its currency except with the previous express consent of _____ in writing and agree that any change in the constitution of the Bank or the said Bidder shall not discharge our liability hereunder.

10. The Bank declares that it has the power to issue this guarantee and the undersigned have full powers to do so on behalf of the Bank.

Date ____ day of _____ 2018

Signature of the Issuing / Authority with seal

CORPORATE SEAL

For _____ Bank

Note: A covering letter of confirmation is also to be given by the bank along with this bank guarantee.



ANNEXURE VII–

Performance Bank Guarantee

For Contract Performance Bank Guarantee

Ref: _____ Date: _____

Bank Guarantee No.: _____

To _____

Email id: _____

Ref: _____

Dear Sir,

PERFORMANCE BANK GUARANTEE – For “ _____ ”

WHEREAS

M/s. (name of Bidder), _____, having its registered and corporate office at (address of the Bidder), (hereinafter referred to as “our constituent”, which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), agreed to enter into a Contract dated (Hereinafter, referred to as “Contract”) with you for “ _____ ”, in the said Contract.

We are aware of the fact that as per the terms of the Contract, M/s. (name of Bidder) is required to furnish an unconditional and irrevocable Bank Guarantee in your favor for an amount of 10% of the Total Contract Value, and guarantee the due performance by our constituent as per the Contract and do hereby agree and undertake to pay any and all amount due and payable under this bank guarantee, as security against breach/ default of the said Contract by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Contract with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee. Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under: In the event of our constituent committing any breach / default of the said Contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of 10% of the Total Contract Value i.e.,.....<in words> without any demur. Notwithstanding anything to the contrary, as contained in the said Contract, we agree that your decision as to whether our constituent has made any such default(s) / breach(es), as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Contract, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

This Performance Bank Guarantee shall continue and hold valid till 180 days after completion of the Contract Period, subject to the terms and conditions in the said Contract.

We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Contract until 6 months after the completion of Contract Period.



We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we would honour the same without demur.

We hereby expressly waive all our rights: Requiring to pursue legal remedies against Real Estate regulatory Authority Bihar; and For notice of acceptance hereof any action taken or omitted in reliance hereon, of any defaults under the Contract and any resentment, demand, protest or any notice of any kind.

We the Guarantor, as primary obligor and not merely Surety or Guarantor of collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this guarantee through the period.

We specifically confirm that no proof of any amount due to you under the Contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.

This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to the benefit of you and be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to 10% of the Contract Value, and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of this guarantee.

We hereby confirm that we have the power/s to issue this Guarantee in your favor under the Memorandum and Articles of Association / Constitution of our bank and the undersigned is / are the recipient of authority by express delegation of power/s and has / have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favor.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Contract, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

Our liability under this Performance Bank Guarantee shall not exceed 10% of the Total Contract Value. This Performance Bank Guarantee shall be valid only from the date of signing of Contract to 180 days after the End of Contract Period; and

We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before 180 days after the completion of Contract Period.

Any payment made hereunder shall be free and clear of and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or withholding of any nature imposts.



This Performance Bank Guarantee must be returned to the bank upon its expiry. If the bank does not receive the Performance Bank Guarantee within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.

Dated this Day 2022. Yours faithfully,
For and on behalf of the Bank,
(Signature) Designation

(Address of the Bank)

Note:

i) This guarantee will attract stamp duty as a security bond.

ii) A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence in the matter.

ANNEXURE VIII-

Power of Attorney

Know by all men by these presents, We (Name of the Bidder and address of their registered office) do hereby constitute, appoint and authorize Mr. / Ms. (name and residential address of Power of attorney holder) who is presently employed with us and holding the position of as our Attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Proposal for the " ", including signing and submission of all documents and providing information / responses to the Real Estate Regulatory Authority, Bihar, representing us in all matters before Authority, and generally dealing with the AUTHORITY in all matters in connection with our Proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us.

For

Name:

Designation:

Date:

Time:

Seal:

Business Address:

Accepted,

(Signature) (Name, Title and Address of the Attorney)

Note:

1. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.
2. The Power of Attorney shall be provided on stamp paper of appropriate denomination as per the law applicable.
3. The Power of Attorney should be supported by a duly authorized resolution of the Board of
4. Directors of the Bidder authorizing the person who is issuing this power of attorney on behalf of the Bidder.

Commercial Bid Format and Instructions

The Service Provider has to quote the rate in the BoQ Excel Sheet available on e -Procurement website with this bid. Service Provider need to fill up for price bid as below.



ANNEXURE IX-

Financial Bid

A. Scanning, Digitization, indexing & categorizing etc.

Sl. No.	Item	Indicative Volume of Images/Pages	Unit Price per image	Total Commercial Cost in (INR)	Total GST (in INR)	Total Cost (including of all taxes)
A	B	C	D	E=C*D	F	G=(E+F)
1	Scanning including meta data creation, Digitization, indexing, categorizing, Including searchable PDF & Binding/Unbinding of files. Ref – Clouse 18 (A) & (B)	10,00,000				
Total Cost						

B. Implementation of DMS

Sl. No.	Item	cost in INR	GST (%)	Total GST (in INR)	Total Cost (incl. of tax) (C=A+B)
A	B	C	D	E	F = (C+E)
1.	1.One time Application license & Implementation cost (for 100 User),2. One time cost for Configuration and Customization of DMS, 3. One time cost for hosting at State Cloud, if any, 4 One-time Training cost for 10 users (including training material cost), 5. Two-year support cost Ref – Clouse 18 (C) & (D)				
Total Cost					

C. Creation of Record Management System (RMS)

SL No.	Item	Quantity	Unit Price	GST	Rate (including of GST)	Total Value (Quantity*Rate)
A	B	C	D	E	F=D+E	G=C*F
1	Structure for RMS, Collection of Records, , Cataloguing, Reports, Retention of records, CCTV system, Racks for CCTV, Galvanized iron /steel or equivalent metal box (GMB) with proper locking for storage of records, Heavy duty racks, Temperature & humidity digital indicators, Biometric/RFID card-based authentication system/access control system, Pest insect, rodent & rat repellent system, etc. Ref – Clouse 18 (E)	1				
Total Cost						

D GRAND TOTAL COST OF PROJECT (A+B+C of above)

SL No.	Head of cost	Total Cost including GST (In figure)	Total Cost including GST (In word)
1	A. Scanning, Digitalization, indexing & categorizing Cost		
2	B. implementation of DMS		
3	C. Creation of Record Management System (RMS)		
Grand total Cost of Project			



Annexure X - Price Breakup

S.no.	Particulars / Items	Per Site	Price in Rs.
1	CCTV Network		
1.1	Passive component-I/Os. With face plate with gang box		
1.2	24 port 1G N.Switch -Non POE	1	
1.3	24 port 1G N.Switch -with POE	1	
1.4	S/FTP Cat 6A Patch Cord 1mtr	1	
1.5	S/FTP Cat 6A Patch Cord 3mtr	1	
1.6	300 Meter S/FTP Cat 6A Cable U box	1	
1.7	16 Port S/FTP Cat 6A Patch Panel	1	
1.8	12u wall mounted Network Rack	1	
2	IP Based CCTV System		
2.1	Full HD IR Dome Camera with night vision facility		
2.2	Digital Network Video Recorder with Smart Phone Connectivity		
2.3	43" LED	1	
3	Digital Indicator		
3.1	Temperature & Humidity Digital Indicators	1	
4	Access Control System	1	
5	Ladder	1	
6	Aluminum Partition Per SQMTR	1	
7	Pest, Insects, Rodent &.Rat Repellent System	10	

Total cost of Table A, B and C will be taken for calculation of L1 bidder

Note:-

The volume given above for all items are indicative and are for evaluation purpose only. AUTHORITY does not guarantee the volume for the particular item. The actual volume for the given items may be more or less. The payment will be made based on unit rates quoted for the particular item on actual work is undertaken for both scanning, digitization record management.

1. The billing would be done on the basis of actual work done/units supplied by the service provider.
2. Per image/page means image of single side of register/file/document.
3. 10 Galvanized Metal Boxes may be stacked on one standard sized Rack. In order to optimally utilize space at locations, customized racking will be installed by vendor depending upon the size of location at each location. The cost of racking for invoicing will be calculated on the basis of storage of number of boxes stored.
4. Standard size of box is 1.5 CFT and has capacity to accommodate 1.5 CFT of documents/registers (2500/3000 pages of size A4/legal/A3 in each box as per tender requirement). In some locations there may be bigger size of registers. Service Provider will be required to make customized size of box and racks for such locations. The price of box and rack will get proportionately increased and charged as per the size of metal box and racks for billing and payment purposes....
5. All components shall carry 2 year onsite warranty & support.

6. Record Management System (RMS) shall be as per the specification given in RFP. Providing of facilities like CCTV, Racks, Galvanized Metal Boxes (GMBs) trained manpower including safety and storage of physical documents would be the responsibility of Service Provider.
7. The building/structures for storage facility will be provided by the Authority. The building will be in good condition and have proper drainage provision to avoid any leakage from roof, pipes, mechanical installations, roots or any other source of water ingress.
8. Scope of work, terms & conditions shall be same as per Tender documents & agreement.

-----*The End*-----

A handwritten signature in blue ink, consisting of stylized, overlapping loops and curves.