

Government of Bihar (GoB)

REQUEST FOR PROPOSAL FOR SELECTION OF SERVICE PROVIDER FOR SCANNING AND DIGITIZATION OF BHUDAN YAGNA COMMITTEE RECORDS



बिहार सरकार

Issued by

Table of Contents

Table of Contents	0
Disclaimer	4
Abbreviations	6
Definitions	7
Invitation for Proposal	8
SECTION 1: INTRODUCTION.....	9

1.1.	Project Objective	9
1.2.	Advantages.....	9
1.3.	Purpose of this RFP	9
1.4.	RFP Schedule - Important Dates.....	10
1.5.	Important Information Related to Bid	11
1.6.	E-tendering process related instruction	12
SECTION 2: INSTRUCTIONS TO BIDDERS		13
2.1.	General.....	13
2.2.	Eligible Bidders.....	13
2.3.	Compliant Proposals/Completeness of Response	13
2.4.	Consortium & Sub-Contracting Conditions	14
2.5.	Bid Preparation Cost	14
2.6.	RFP Document Fees.....	14
2.7.	Bid Security/ Earnest Money Deposit (EMD)	14
2.8.	Mode of Bid Document Fee & EMD submission.....	15
2.9.	Bid Queries and Pre-bid meeting	15
2.10.	Issue of Corrigendum	16
2.11.	Late Bids and Bid Validity Period.....	16
2.12.	Rights to Terminate the Process.....	17
2.13.	Bid Submission Format	17
2.14.	Modification and Withdrawal of Proposals	17
2.15.	Site Visit / Survey.....	17
2.16.	Currency	17
2.17.	Language of Bid	17
2.18.	Confidentiality	18
SECTION 3: SELECTION PROCESS FOR BIDDER		19
3.1.	Opening of Bids.....	19
3.2.	Method of Submission of Tender Form.....	19
3.3.	Evaluation Process.....	19
3.4.	Evaluation Criteria	20
3.5.	Pre-Qualification Criteria	20
3.6.	Technical Bid	22
3.6.1.	Opening of Technical Bid	22
3.6.2.	Evaluation of Technical Bids.....	22
3.6.3.	Clarification.....	23
3.6.4.	Technical Evaluation Parameter.....	23
3.7.	Commercial Bid.....	24

3.7.1.	Opening of Commercial Bid	24
3.7.2.	Commercial Bid Evaluation	25
3.7.3.	Negotiations	26
3.8.	Award of Contract	26
3.9.	Performance Bank Guarantee	26
3.10.	Failure to agree with the Terms & Conditions of the RFP / Contract	27
SECTION 4: SCOPE OF WORK		28
4.1.	Summary of the Scope of Services from Service Provider	28
4.2.	Volume and Category of Records	28
4.3.	Indicative volume of record	28
4.4.	Document Size	29
4.5.	Approach and Methodology	29
4.5.1.	Setting up the Scanning and Digitization Centre	29
4.5.2.	Pre-Scanning	29
4.5.3.	Scanning and Digitization	31
4.5.4.	Indexing and Cataloguing	32
4.5.5.	Post Scanning	33
4.5.6.	Storage Sizing and User Creation	33
4.5.7.	Quality Checking of Scanned Images and Metadata Entries	33
4.5.8.	Storage of Digitized Documents	34
4.5.9.	Reporting Requirements	35
4.5.10.	Upload scanned data to DMS	35
4.5.11.	Physical Record Keeping	36
4.5.12.	Manpower	36
4.5.13.	Process flow of Scanning, Digitization and DMS uploading scope	37
4.5.14.	Other General Requirements	37
SECTION 5: General Conditions of Contract		39
5.1.	Project Timelines	39
5.2.	Payment Schedule / Terms	39
5.3.	Taxes and Duties	40
5.4.	Service Level Agreements	40
5.5.	Liquidity Damage Conditions	41
5.6.	Force Majeure	42
5.7.	Resolution of disputes	43
5.8.	Limitation of Liability towards BOR	43
5.9.	Liquidated damages	44
5.10.	Conflict of Interest	44

5.11.	Handover Clause.....	44
5.12.	Equipment.....	44
SECTION 6: ANNEXURE.....		46
ANNEXURE I: Format of sending Pre-Bid queries		46
ANNEXURE II: Instructions for Pre-Qualification Bid.....		46
6.1.	Check-list for the documents to be uploaded for Pre-Qualification	46
6.2.	Pre-Qualification Cover Letter.....	48
6.3.	Format to share Bidder’s Particulars.....	50
6.4.	Format for Declaration by the bidder for not being Blacklisted / Debarred.....	51
6.5.	Format to share financial details for Bidder	52
6.6.	Format for Authorization Letters from OEMs	53
ANNEXURE III: Guidelines for Technical Proposal		54
6.7.	Checklist for Technical Bid	54
6.8.	Technical Bid Cover Letter	55
6.9.	Format to share Project Details.....	57
6.10.	Scanner Specification:	58
ANNEXURE IV: Commercial Bid Formats		59
6.11.	Commercial Bid Cover Letter	59
6.12.	Commercial Bid Format and Instructions	61
ANNEXURE V–Performance Bank Guarantee.....		62
ANNEXURE VI- Format to share Bidder’s Particulars.....		65
ANNEXURE VII- Document Handover Summary Sheet.....		66
ANNEXURE VIII-Power of Attorney.....		67

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 the BOR or any of its employees or advisers, 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 BOR.

This Tender is not an agreement and is neither an offer nor invitation by the BOR 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 BOR 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 BOR, 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. BOR accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein. The BOR 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 BOR 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 BOR 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 BOR is bound to select an Bidder or bidders, as the case may be, for the Project and the BOR 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 BOR 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 BOR 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
BOR	Board of Revenue
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
SRS	Software Requirement Specification
UAT	User Acceptance Test

Definitions

Sl. No.	Term	Definition
1	Agreement/ Contract	The Agreement entered between the BOR and the Agency including all attachments, schedules, annexure thereto and all documents incorporated by reference therein and all amendments, corrigendum /corrigenda, changes thereto
2	Bidder	The use of the term “Bidder” in the Tender means the Single Agency offering the proposal.
3	Bid/proposal	Offer by the Bidder to fulfil the requirement of the Client under the RFP/Contract for an agreed price. It shall be a comprehensive technical and commercial response to the Tender
4	Confidential Information	All information (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, dealers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how, plans, budgets and personnel of each stakeholder and its affiliates which is disclosed to or otherwise learned by the other Party in the course of or in connection with this Agreement (including without limitation such information received during negotiations, location visits and meetings in connection with this Agreement);
5	Intellectual Property Rights	All rights in written designs and copyrights, moral rights, rights in databases and Bespoke or COTS Software / Pre-existing work including its up-gradation systems and compilation rights (whether or not any of these are registered and including application for registration);
6	Performance Security	Unconditional guarantee provided by the Bidder from a Nationalized Bank in favor of the buyer/client
7	SLA	The level of service and other performance criteria which will apply to the Services delivered by the Bidder; Performance and Maintenance SLA executed as part of this Master Service Agreement
8	SP /Agency	The bidder who is qualified & successful in the bidding process and is given the award of Contract and will be referred to as System Integrator(SI)/Implementation Agency
9	RFP/ Tender Document	Written solicitation that conveys to the Bidder, requirements for products/ services that the BOR intends to buy and implement
10	Deliverables	Products, infrastructure and services agreed to be delivered by theBidder in pursuance of the agreement as defined more elaborately in the RFP Implementation and the Maintenance phases and includes all documents related to the user manual, technical manual, design, process and operating manuals, service mechanisms, policies andguidelines (such as security related, etc.), inter alia payment and/orprocess related etc., source code and all its modifications;

Invitation for Proposal

Date: 19/11/2018

1. Board of Revenue (BOR) incorporated under Revenue Department of State Government of Bihar, situated at Old Secretariat, 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 Bhudan Yagna Committee Records” as detailed in the "Scope of Work" section 4 of this RFP document.
2. The complete bidding document shall be published on <https://www.eproc.bihar.gov.in> for the purpose of downloading. The downloaded bidding document shall be considered valid for participation in the electronic bidding process (e-Procurement/ e-Tendering) subject to the submission of required tender/ RFP document fee in DD and EMD through Bank Guarantee/DD and in favor of “**Secretary, Board of Revenue, Patna, Bihar**” payable at **Patna** and must be submitted physically as per schedule date and venue mentioned in the section 1.4 of the RFP, 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.

Secretary
Board of Revenue
Old Secretariat, Patna
BIHAR

SECTION 1: INTRODUCTION

1.1. Project Objective

Bihar Bhoodan Yagna Committee was constituted under an act notified in 1954, it administers all lands in it for the purpose of the Bhoodan Yagna. In accordance with the provisions of the Act. The lands vested in the Bihar Bhoodan Yagna Committee have been granted to landless persons or to a village community, Gram Panchayat or a co-operative society organized by the Committee in a prescribed manner.

The Board of revenue may, at any time for the purposes of satisfying itself or himself as to the correctness, legality or propriety of any order made by any authority or officer under this Act or the rules made thereunder, call for and examine the record of any case pending before or disposed of by such authority or officer.

Bhudan Yagna Committee have a large record room in which there are plenty of files, papers and documents of great importance and archival value. Considering the importance of all the records available at the record room, Board of Revenue have decided to digitize all those physical records and intends to avail services including but not limited to scanning, indexing of documents, uploading scanned data along with indexes in the existing Document Management System. This will provide an efficient mechanism for BOR to simplify the document storage as well as enable easy search and retrieval of the records.

1.2. Advantages

- Less Storage space required to preserve the documents
- Reduction in overall Searching time
- Increased productivity of processes and office personnel
- Availability of the document for sending over email
- Reduced turnaround time of processes
- Increased control over all the important digitized documents by restricting access
- Preservation of old/historic land records electronically

1.3. Purpose of this RFP

The purpose of this bid is to avail the services of a Service Provider to scan, digitize, index documents within 2.5 month. This document provides information to the bidders to understand the BOR requirements prior to their 'Bid' submission. The detail scope of work is provided in Section 4 of this bid document.

1.4. RFP Schedule - Important Dates

Sl. No.	Particulars	Description
1	Start Date & Time for sale of tender document on website	19/11/2018 at 11:00 AM https://www.eproc.bihar.gov.in
2	Last date to send Pre-bid queries	26/11/2018 , 05:00PM Email Id: boardofrevenuebihar@gmail.com
3	Date, Time and place of pre- bid meeting	27/11/2018 , 03:00 PM Board of Revenue, Old Secretariat, Patna
4	Response to bid-queries clarifications would be available at	https://www.eproc.bihar.gov.in&www.boardofrevenue.bih.nic.in
5	Last date and time for sale of tender document	14/12/2018 at 03:00PM
6	Last date (deadline) for submission of bids	14/12/2018 , 06:00PM
7	Date, Time and Place of opening of pre-qualification & Technical Bids	17/12/2018 , 11:00 AM Board of Revenue, Old Secretariat, Patna
8	Date, Time and Place for Technical Presentation	Date & Time to be intimated Later Board of Revenue, Old Secretariat, Patna
9	Date, Time and Place for opening of Commercial Bids	Date & Time to be intimated Later Board of Revenue, Old Secretariat, Patna

Note: BOR at its convenience may change any or all of the above mentioned dates. Same shall be informed to the bidders. BOR shall not be responsible for any postal delay, or non-receipt / non-delivery of the documents.

1.5. Important Information Related to Bid

Sl. No.	Particulars	Description
1	RFP document fee (Non- refundable and Not exempted)	Tender fee of Rs 2000/- (Rupees Two Thousand only), including Service Tax, in the form of a e-payment/Demand Draft issued by a nationalized bank, drawn infavor of “Secretary, Board of Revenue, Patna, Bihar” payable at Patna
2	Bid security/ Earnest Money Deposit (EMD)	INR 1,00,000/- (RupeesOne Laonly) The EMD in the form of a Bank Guarantee / Demand draft issued by a Nationalized / Scheduled Bank, in favor of “Secretary, Board of Revenue, Patna, Bihar”, payable at Patna, with validity period of 6 months
3	Tender Processing Fee (e-Proc)	Rs 1180/- (non-refundable) inclusive of GST 18%, through e-payment mode i.e. NEFT/RTGS/Credit Card/ Debit Card on https://www.eproc.bihar.gov.in
4	Performance Bank Guarantee (PBG)	10% of contract value
5	Name and address for communication, seeking clarification and submission of proposal.	Secretary, Board of Revenue, Old Secretariat, Patna, BIHAR Tele: 0612-2215676, Fax: 0612-2215677

1.6. E-tendering process related instruction

The bidder shall submit his response through Bid submission to the tender on e-Procurement portal at www.eproc.bihar.gov.in by the procedure given below:

1. The bidder shall submit his bid/tender on e-Procurement platform at www.eproc.bihar.gov.in.
2. The bidder must have the Class II/III Digital Signature Certificate (DSC) and e-Tendering User-id of the e-Procurement website before participating in the e-tendering process. The bidder may use their DSC if they already have the DSC. They can also take DSC from any of the authorized agencies. For user-id they have to get registered themselves on e-procurement website www.eproc.bihar.gov.in and submit their bids online on the same. Offline bids shall not be entertained by the Tender Inviting Authority for the tenders published in e-procurement platform.
3. The bidders shall submit their eligibility and qualification details, Technical bid, Financial bid etc., in the online standard formats given in e-Procurement web site at the respective stage only. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other certificate /documents in the e-Procurement web site. The bidder shall digitally sign on the supporting statements, documents, certificates, uploaded by him, owning responsibility for their correctness/authenticity. The bidder shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the tender notice and bid document.
4. All the required documents should be attached at the proper place as mentioned in the e-forms otherwise the tender of the bidder will be rejected.
5. Tender Processing Fee (TPF) to be paid through **e-Payment** mode (i.e. NEFT / RTGS, Net Banking, Credit / Debit Card) only.
6. Cost of BOQ/ Tender Document Fee to be paid through demand draft/**e-Payment** mode (i.e. NEFT / RTGS, Net Banking, Credit / Debit Card) only.
7. “Earnest Money Deposit (EMD) can be paid only through manual mode (BG, DD). In case of manual mode of payment of EMD, the original hardcopy of the EMD which may be a DD/BG that should be submitted in the tendering authority office before tender opening date and time.”

Note: "Bids along with necessary online payments must be submitted through e-Procurement portal www.eproc.bihar.gov.in before the date and time specified in the NIT/RFP. The department/Tendering

Authority doesn't take any responsibility for the delay / Non Submission of Tender / Non Reconciliation of online Payment caused due to Non-availability of Internet Connection, Network Traffic / Holidays or any other reason."

SECTION 2: INSTRUCTIONS TO BIDDERS

2.1. General

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 BOR 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 BOR. Any notification of preferred bidder status by the BOR shall not give rise to any enforceable rights by the Bidder. The BOR may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the BOR without giving any reason.
4. This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

2.2. Eligible Bidders

Secretary, Board of Revenue, Patna, Govt. of Bihar invites bidders to submit their technical bids and financial offers for the project of Scanning, Digitization and Implementation of Document Management System in accordance with the conditions and manners prescribed in this bid document. All the pre-qualification criteria have to be met by the bidder.

2.3. 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 non-compliant 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.

2.4. Consortium & Sub-Contracting Conditions

- Consortium & sub-contracting is not allowed.

2.5. Bid Preparation Cost

The Bidders are responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduction of informative and other diligent activities, participation in meetings/discussions/presentations, preparation of Bid, in providing any additional information required by BOR to facilitate the evaluation process, and in negotiating a definitive Contract or all such activities related to the bid process. BOR will in no case be responsible or liable for those costs, regardless of the conduction or outcome of the bidding process.

2.6. RFP Document Fees

The bidder may download the RFP documents from the website <https://www.eproc.bihar.gov.in>. RFP document fee of Rs 2000/- (Rupees Two Thousands only) should be in the form of a Demand Draft issued by a nationalized bank, drawn in favor of “Secretary, Board of Revenue, Patna, Bihar”, payable at Patna. Proposals received without or with inadequate RFP Document fees shall be rejected.

2.7. Bid Security/ Earnest Money Deposit (EMD)

- i. All bids submitted in response to this RFP document shall be accompanied by Earnest Money Deposit (EMD) of Rs. 1,00,000/- (Rupees One Lac only) in the form of Demand Draft or Bank Guarantee valid for a period of 6 months issued by a nationalized bank, drawn in favor of “Secretary, Board of Revenue, Patna, Bihar”, payable at Patna.
- ii. **Forfeiture of Earnest Money Deposit (EMD)**

The EMD submitted along with the bid shall be forfeited under the following conditions:

- a) If the bid is withdrawn during the validity period or any extension agreed to by the Bidder thereof.
- b) If the bid is varied or modified in a manner not acceptable to the Purchaser after opening of Bid during the validity period or any extension thereof.
- c) If the Bidder tries to influence the evaluation process.
- d) If the Bidder withdraws his Bid during evaluation.
- e) If the Bidder does not accept the correction of errors in his bid.

- f) If the Bidder is successful and fails to sign the Contract within the time stipulated by the BOR.
 - g) If the Bidder refuses to take up the job within the time stipulated by the BOR.
 - h) If the Bidder, having been notified of his selection, fails or refuses to submit the required Performance Bank Guarantee within the time stipulated by the BOR.
- iii. **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 Bank Guarantee.

2.8. Mode of Bid Document Fee & EMD submission

- The bidder must submit the original Demand Draft for Bid Document Fee and Bank Guarantee / Demand draft for EMD within the stipulated bid submission due date & time to the under mention
“Secretary, Board of Revenue, Old Secretariat, Patna, Bihar-800015”.
- An envelope containing Bid Document Fee and EMD is to be super scribed as “**Bid Document Fee & EMD for Scanning, Digitization RFP**”. The envelope is to be submitted physically or by post above mentioned address.
- A scan copy of both the DD also to be submitted online on e-Proc website while submitting Proposal.

2.9. Bid Queries and Pre-bid meeting

All enquiries from the bidders related to this Bid Document must be submitted to email id: boardofrevenuebihar@gmail.com only in editable excel format. The queries should necessarily be submitted as per format given in ANNEXURE-I and in editable excels.

1. BOR will host a Pre-Bid Meeting for queries (if any) by the prospective bidders. The date, time and place of the meeting are given in Section 1. The representatives of the bidders may attend the pre-bid meeting at their own cost. The purpose of the pre-bid meeting is to provide a forum to the bidders to clarify their doubts / seek clarification or additional information, necessary for them to submit their bid.
2. Queries submitted post the specified deadline or which do not adhere to the specified format may not be responded to. All the responses to the queries (clarifications / corrigendum) shall be made available on the departmental website (<http://www.boardofrevenue.bih.nic.in>) and

<https://www.eproc.bihar.gov.in>). The last date & time of receiving pre-bid queries will be as per schedule provided in this RFP.

2.10. Issue of Corrigendum

- BOR will formally respond to the pre-bid queries after the pre-bid conference.
- BOR will endeavor to provide timely response to all queries. However, BOR makes no representation or warranty as to the completeness or accuracy of any response; nor does BOR undertake to answer all the queries that have been posed by the bidders.
- At any time prior to the last date for receipt of bids, BOR may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document through a corrigendum. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the departmental website www.boardofrevenue.bih.nic.in & <https://www.eproc.bihar.gov.in>
- Any such corrigendum shall be deemed to be incorporated into this RFP. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, BOR, at its discretion, may extend the last date for the receipt of Proposals.
- BOR reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate to do so or do not find any merit in it.

2.11. Late Bids and Bid Validity Period

Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall not be opened in the e-Tendering system. All bids should remain valid for a period of 180 days from the bid due date and BOR reserves the right to reject a bid valid shorter than 180 days considering as non-responsive without any correspondence. In special circumstances, BOR may solicit extension of the period of validity from a bidder. The request and the response thereto shall be made in writing. Extension of validity period by the bidder shall be unconditional. The EMD provided shall also be sufficiently extended. Bidder granting extension of validity will not be permitted to modify its technical or financial bid.

2.12. Rights to Terminate the Process

1. BOR may terminate the bid process at any time and without assigning any reason. BOR makes no commitments, express or implied, that this process will result in a business transaction with anyone.
2. This bid do not constitute an offer by BOR. The Bidder's participation in this process may result in BOR selecting the Bidder to engage in further discussions and negotiations towards the execution of contract. The commencement of such negotiations do not, however, signify a commitment by BOR to execute a contract or to continue negotiations. BOR may terminate negotiations at any time without assigning any reason.

2.13. 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 summary rejection of the bid.
4. Bids with deviation from any of prescribed formats are liable for rejection.

2.14. Modification and Withdrawal of Proposals

No Proposal may be withdrawn in the interval between the deadline for submission of Proposals and the expiration of the validity period specified in this Request for Proposal. Entire EMD may be forfeited if any of the Bidders withdraw their Bid during the validity period.

2.15. Site Visit / Survey

Bidders are welcome to visit the site and gather additional information at their own cost and responsibility. However, a prior appointment needs to be requested by the Bidder for the same.

2.16. Currency

The offer must be given in Indian Rupees only.

2.17. 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.

2.18. Confidentiality

- The successful bidder are not allowed to take off any records provided to them for scanning and digitization purpose out of the Board of Revenue premises. Strict disciplinary action will be taken if any such incident happen, or it may lead to termination of contract and seizing of EMD/PBG for violation.
- The successful bidder shall not use the documents, data, and other information received from BOR for any purpose other than the services required for the performance of the Contract.
- All the material/information sent to the bidder shall be treated as confidential and should not be disclosed in any manner to any unauthorized person under any circumstances. The employees of the successful bidder who will be deployed on the project will have to furnish a Non-Disclosure Agreement (NDA).

SECTION 3: SELECTION PROCESS FOR BIDDER

3.1. Opening of Bids

- a. The Bid submitted without EMD, will be summarily rejected. Only those Bid for which EMD is received will be eligible for opening.
- b. Total transparency will be observed and ensured while opening the Proposals/Bids
- c. BOR reserves the rights to postpone or cancel a scheduled Bid opening.
- d. First, Pre-qualification Proposals would be opened. Bids not accompanied with the requisite EMD or whose EMD is not in order shall be rejected.
- e. Technical Proposals of Bidders would be opened for only those bidders who pass the Pre-qualification criteria.
- f. 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.
- g. BOR 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.
- h. 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. BOR has the right to reject the bid after due diligence is done.

3.2. Method of Submission of Tender Form

The bidder shall submit his response through Bid submission to the tender on e-Procurement portal at www.eproc.bihar.gov.in

3.3. Evaluation Process

- a. The Bid Evaluation Committee constituted by the BOR shall evaluate the bids.
- b. The Bid Evaluation Committee will review the Pre-qualification Proposal of the Bidders to determine whether the requirements as mentioned in Section 3.4 of the RFP are met. Incomplete or partial Proposals are liable for disqualification. All those Bidders who's Pre-qualification Proposal meets the requirements would be selected for opening of the Technical Proposal.
- c. The Bid Evaluation Committee shall review the Technical Proposal of the pre-qualified Bidders to determine whether the Technical Proposals are substantially responsive. Bids that are not

substantially responsive shall be disqualified and the Bid Evaluation Committee reserve the rights to seek clarification if required.

- d. The Bid Evaluation Committee will assign a Technical score to the Bidders based on the Technical evaluation criteria detailed in the RFP. The Bidders with a technical score above the threshold as specified in Section 3.5.2 of the RFP will technically qualify for the commercial evaluation stage.
- e. The Commercial Proposals of the technically qualified Bidders will then be opened and reviewed to determine whether the Commercial Proposals are complete and as per requirements.
- f. Please note that the Bid Evaluation Committee may seek inputs from their professional, external experts in the Bid evaluation process

3.4. Evaluation Criteria

1. The overall objective of this evaluation process is to select the capable and qualified firm for the subject Project of Board of Revenue, Govt of Bihar.
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 Companies 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.

3.5. Pre-Qualification Criteria

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

Sl. No.	Qualification Criteria	Documentary Evidence	Nomenclature
1	The bidder should be a company registered under Indian Companies Act, 1956 / 2013	Certificate of Incorporation, Registration Certificate	PQ_1
2	The Bidder should have minimum average turnover of	Copy of the audited Profit and Loss Statement of the	PQ_2

	INR 1 crores from Scanning and/or Document Management System related business over the last 3 financial years (FY 2017-18, 2016-17, 2015-16).	company and Certificate from the Chartered Accountant clearly stating the turnover from Scanning and/or Document Management System related work.	
3	Bidder should have positive net worth in last financial year (FY 2017-18)	Certificate from the Chartered Accountant clearly stating the net worth.	PQ_3
4	The Bidder should have scanned minimum cumulative number of images – 30 lac over the last 3 financial years (FY 2017-18, 2016-17, 2015-16) in India.	Copy of Work Order and Work Completion Certificate signed by a competent authority clearly stating the volume of scanning work completed.	PQ_4
6	Bidder should own minimum 20 scanners (combination of ADF/Flat-bed/Book 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 as per type.	PQ_6
7	Bidder should have valid certification of CMMi level 3 or above	Copy of the valid certificate	PQ_7
8	Bidder should have valid certification of ISO 9001:2008	Copy of the valid certificate	PQ_8
9	Bidders should registered with the GST Authorities in India	Copy of Registration Certificates with the GST Authorities	PQ_9
10	The bidder shall not have been blacklisted / banned / declared ineligible / declared having dissatisfactory performance by any State/Central Government or PSU Organization or bilateral/multilateral funding agencies or quasi-government for breach of ethical conduct or fraudulent practices as on date of submission of the proposal. There should not be any criminal cases registered against the bidder in any Court of Law in India	Declaration letter by Bidder as per format given in the bid document	PQ_10
12	RFP Document Fee and Bid Security/ EMD	The Bidder should furnish, as part of its proposal: i) Should have made a payment of INR 2,000/- (Rupees Two Thousands	Scan copy of both DD. (Original to be submitted at

		only) (non-refundable) for the cost of RFP/ Tender Fee. ii)EMD of INR 1,00,000/- (INR One Lac only) iii)A non-refundable e-procurement charges of Rs 1180/-	BOR, Patna.)
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3.6. Technical Bid

3.6.1. Opening of Technical Bid

1. BOR shall open the Technical Bids in the presence of Bidders' designated representatives and anyone who chooses to attend can be present at the date, time and address specified in Section 1.4.
2. All the bids shall be opened one at a time. All the submitted documents would be thoroughly checked.
3. BOR shall prepare a record of the bid opening that shall include, at a minimum: the name of the Bidder and whether there is a withdrawal, substitution, or modification; and the presence or absence of EMD. The Bidders' representatives who are present shall be requested to sign the attendance sheet.
4. Authorization letter in the name of the person attending bid opening meeting needs to be submitted on the letterhead of the Bidder during bid opening.

3.6.2. Evaluation of Technical Bids

1. 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.
2. 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.**
3. 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 3 broad parameters as given below:

1. Bidder Competence (30% of the total weightage)

2. Relevant Experience of the Bidder (30% of the total weightage)
3. Functional Capability (15% of the total weightage)
4. Technical Presentation (25% of the total weightage)

3.6.3. Clarification

If deemed necessary, BOR may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substance of the tender submitted or price quoted. BOR may, if so desire, ask the bidder to give a presentation for the purpose of clarification of the tender. All expenses for this purpose, as also for the preparation of documents and other meetings, will be borne by the bidders.

3.6.4. Technical Evaluation Parameter

Section / Sl. No.	Technical Evaluation Parameter	Point System	Max. Marks	Supporting
A	Bidder 's Competence		35	
1	Average Turnover from scanning and/or Document Management System related business over the last 3 financial years (FY 2017-18, 2016-17, 2015-16)	<ul style="list-style-type: none"> • ≥ 1 crores and ≤ 1.5 crores: 7.5 marks • >2 crores: 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 20 scanners (combination of ADF/Flat-bed/Book High Speed Scanners-minimum one of each type).	<ul style="list-style-type: none"> • ≥ 20 machines and ≤ 35 machines: 7 marks • >35 machines and ≤ 50 machines: 8.5 marks • >50 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 CMMi level 3 or above certification	<ul style="list-style-type: none"> • Level 3: 7 marks • Level 5: 10 	10	Copy of the valid certificate

		marks		
4	Bidder should have ISO 27001:2013 certification		5	Copy of the valid certificate
B	Relevant Exp.		35	
5	Minimum 10 lakh images scanned in single govt./public project over the last 3 financial years (FY 2017-18, 2016-17, 2015-16) in India	<ul style="list-style-type: none"> • >= 10 lacs and <= 20 lacs: 25 Marks • >20 lac and <=30 lacs: 30 marks • >30lacs: 35marks 	30	Copy of Work Order and Work Completion Certificate signed by a competent authority clearly stating the volume of scanning work completed.
D	Technical Presentation		30	
8	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.	<ul style="list-style-type: none"> •Solution/Network Architecture:4 Marks • Project Management Methodology: 4 Marks • Integration Approach: 4 Marks • Maintenance and Support Plan: 4 Marks • Risk Management Plan: 4 Marks 	20	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.
9	Demonstration of Scanning, Indexing and uploading process		10	The Bidder shall demonstrate the scanning, indexing activities with the scanners proposed in the technical proposal.
TOTAL MARKS			100	

3.7. Commercial Bid

3.7.1. Opening of Commercial Bid

1. The Commercial bids will not be opened by BOR until the complete evaluation of the Technical Bids.

2. BOR will open the Commercial Bids of only Technically Qualified Bidders, in presence of the nodal officer / designated representatives of the Bidder who choose to attend, at the time, date and place, as decided and communicated by BOR.
3. Commercial Bids from bidders who have failed to qualify in evaluation of the technical bid will not be opened.
4. Authorization letter in the name of the person attending bid opening meeting needs to be submitted on the letterhead of the Bidder during bid opening.
5. **If there is any discrepancy in the commercial bid it will be dealt as per the following:**
 - a. If, in the price structure quoted for the required goods/services/works, there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity) the unit price shall prevail and the total price corrected accordingly.
 - b. If any one of the item to be filled as prescribed in commercial form is received blank then it will be treated as zero (0).
 - c. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.
 - d. If there is a discrepancy between words and figures, the amount in words shall prevail.
 - e. If there is such discrepancy in an offer, the same shall be conveyed to the bidder with target date up to which the bidder has to send his acceptance on the above lines and if the bidder does not agree to the decision of BOR, the bid is liable to be rejected.

If the Bidder does not accept the correction of errors, its bid will be rejected and the EMD may be forfeited.

3.7.2. Commercial Bid Evaluation

1. The Commercial Bid of only the technically qualified Bidders will be opened for evaluation, minimum three (3) technically qualified bidders are required in this process.
2. Of all the Commercial Bids opened, the Bidder whose commercial bid is lowest (hereby referred to as L1 Bidder) will be considered eligible for negotiations and award of contract after the negotiations.
3. Format for Commercial bid is provided in ANNEXURE IV (6.10)
4. In the event that there are 2 or more bidders have offered the same lowest Evaluated Bid Price, the bidder securing the highest technical score will be adjudicated as the “Best responsive bid” for award of the Project. The successful Bidder would be awarded the letter of Intent followed by Work Order (s).

5. In case more than one Bidder have offered the same lowest Evaluated Bid Price and they have the same technical score, BOR will determine the Successful Bidder out of such Bidders in a manner as considered appropriate by BOR and his decision in this regard shall be final and binding on all Bidders

3.7.3. Negotiations

1. BOR reserves the right to carry out negotiations with the L1 Bidder on the Technical and Commercial Proposal.
2. BOR may further discuss the details of the approach and methodology to be adopted by the Bidder on the Project over and above the minimum requirements of the RFP keeping in mind the interest of the Project.
3. The Technical Proposal, any clarifications provided, presentations, etc. made by the 'L1 Bidder' during the Bid evaluation phase will form part of the Contract signed with the Bidder

3.8. Award of Contract

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

BOR 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 BOR's action.

2. Letter of Acceptance

Prior to the expiration of the period of bid validity, BOR 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, BOR will promptly notify each unsuccessful Bidder.

3. Signing of Contract

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

3.9. Performance Bank Guarantee

- a. The successful bidder shall deposit PBG within fifteen (15) working days from the date of Notification of Award.

- b. 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.
- c. The performance guarantee shall be as per denominated in the currency of the contract and shall be in the form of bank guarantee.
- d. This performance bank guarantee will be of an amount equivalent to 10% of contract value and should be valid for six month after project completion timeline as specified in this RFP. All charges whatsoever such as premium; commission etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.
- e. 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.
- f. The Performance Bank Guarantee may be discharged/ returned by BOR 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 V.
- g. In the event of the Bidder being unable to serve the contract for whatever reason BOR would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of BOR under the contract in the matter, the PBG shall be payable to BOR as compensation for any loss resulting from the bidder's failure to complete its obligations under the Contract. BOR 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.
- h. BOR 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.

3.10. Failure to agree with the Terms & Conditions of the RFP / Contract

Failure of the successful Bidder to agree with the Terms & Conditions of the RFP / Contract shall constitute sufficient grounds for the annulment of the award, in which event BOR may invite the next best bidder for negotiations or may call for fresh RFP.

SECTION 4: SCOPE OF WORK

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

4.1. Summary of the Scope of Services from Service Provider

The scope of services shall comprise the following:

- Numbering of pages
- Un-binding/binding of files
- Scanning, indexing and tagging of documents
- Upload scanned data to DMS

4.2. Volume and Category of Records

The exact number or volume of images under each category is not available with BOR. However, for evaluation purpose assumption of 10 lakhs(+/- 10%) number of images for scanning can be considered. The declared number of volume of images/pages are indicative and for evaluation purpose only. The actual volume of images may be more or less. Exact volume of records could be identified during the commencement of work. Payment will be made on monthly basis, based on the unit rates quoted in commercial bid.

Bidders can visit to survey the Record Room of Bhudan Yagna committee which will be open throughout the working days for their understanding, to view the condition of records and estimation of approximate number of volume of records to be digitized.

Following types of documents are available in record room of Board of Revenue, Bihar

- **DannPatra**
- **Pramanpatra**
- **Sampusti Register**
- **Prapti Register**

Sl. No.	Item	Indicative volume of images/files (B)
1	A3 and above	1,00,000
2	Legal/A4 and below size document	9,00,000

4.3. Indicative volume of record

4.4. Document Size

The scanning documents provided by BOR shall be containing following size:

Sl. No.	Document Size	Sl. No.	Document Size
1	A0	5	A4
2	A1	6	Letter
3	A2	7	Legal
4	A3	8	Other Sizes

The page size of the documents can be A0, A1, A2, (Legal Size), A4 & A3. Further, the documents could be in the form of individual pages or books. A3, A4 and Legal Size having 99% proportionate ratio. Thus the scanner deployed should be of flatbed, overhead, V shape cradle etc. to facilitate scanning of documents in any form.

4.5. Approach and Methodology

4.5.1. Setting up the Scanning and Digitization Centre

Service Provider shall set up the necessary scanning infrastructure with all the minimum number of hardware, software and high speed scanner and other supporting equipment's required for execution of the project. Software licenses, Database license and any kind of tools used in this project should be on open standard platform. The required space, furniture (table, chairs, etc.) for setting up the infrastructure as well as the power connections will be provided by BOR.

4.5.2. Pre-Scanning

1. Service Provider will perform all the pre scanning activities which may include (but not limited to) :
 - Collection of documents from record room
 - Removal of unwanted dust
 - Removal of tags, pins, threads, rubber bands
 - Application of curative techniques to biologically infected or otherwise damaged documents etc.,
 - Sorting and numbering of pages in the document file in appropriate order.
 - Unfold and flatten the documents to eliminate creases and wrinkles
2. The documents would be handed over in lots as agreed mutually by the Service Provider and the BOR. The Service Provider shall provide acknowledgement of the number of documents and the

number of pages in each document received from the BOR. Number of documents/ pages in a file shall be checked in presence of the representative of the BOR.

3. The Service Provider will maintain a record of the document details in a log register while collecting these documents. This log register should contain at least the following details:
 1. Description of the document collected /< file No.>
 2. Size of the pages in document (A4/legal/Full scale/note-sheet) along with the count
 3. Total number of pages in the document
 4. Collected from (Government Official)
 5. Collected by (Service Provider representative)
 6. Date of Collection
 7. Expected date of return
 8. Returned to (Government Official)
 9. Returned by (Service Provider representative)
 10. Actual date of return
4. Service Provider shall maintain and return the documents in their original form to the BOR. Document shall be handled with extreme care so that their chronology is not disturbed. For example, Multi-page documents that must be kept together (e.g., a letter with an attachment).
5. The Service Provider will carefully unfold and flatten the documents to eliminate creases and wrinkles and ensure that document remains in its original form without any damage.
6. Any damage to the documents shall make the Service Provider liable for penalty.
7. The Service Provider will take special care in preparing the documents which are too old and that may not be in good physical condition or are very delicate and may not be directly scanned. This may include (but not limited to) pasting of torn pages, straightening of pages, un-binding of files that cannot be scanned directly. Some old documents may require flat-bed scanners too. Service Provider may use ironing process to straighten them. Documents should be prepared such that normal scanner can scan it.
8. Service Provider shall be responsible for any damage caused by them during the process of scanning and digitization of records and ensure that all such records are repaired at their own cost and information is retrieved. In case such retrieval of data or repair of record is not feasible the Service Provider will compensate for the same by making payment to the BOR towards the value of the damaged or lost data/document/record as valued by the BOR.

4.5.3. Scanning and Digitization

1. The document /pages shall be scanned at minimum 200 dpi resolution in grey scale and the size should be not more than 100 KB per image for A4/Legal size pages.
2. The service provider will use tool for end to end production starting from scanning to second level quality check (QC2).
3. The service provider will design database structure which shall be approved by Board of Revenue and thereafter the same database need to maintain for storing scanned data at every level of the process including while uploading those data to DMS provided by Board of Revenue.
4. The service provider will be required to scan 50,000 images/day in order to complete the task in due time.
5. 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.
6. 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 BOR. All the pages of a single digital 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 BOR requirement.
7. 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.
8. 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/Grey scale images and shall retain search ability, clarity of image and print quality.
9. 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.
10. Service Provider's staff will perform quality control checking (QC 1) 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.
11. Service Provider shall perform the OCR on the applicable documents with 100% accuracy so that the documents can be searched using the text in the documents.

12. Linearized PDF {as defined by PDF reference manual (ISO 32000-1:2008)} is also required to ensure faster web viewing.
13. 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.
14. 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.
15. 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.
16. 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.
17. 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;

4.5.4. Indexing and Cataloguing

1. Service Provider will create metadata fields required for indexing as per the requirement of the BOR.
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 passed by Service Provider's quality assurance phase (QC1), then QC2 will be done on sample basis by BOR side and then the approved images will be stored on final digital media of the user's preference, complete with their indexes including metadata indexing. At the end of the process all paper documents will be returned in their original form to the concerned nominated person of BOR.
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 BOR for file naming conventions in bilingual language (Hindi/English)

4.5.5. Post Scanning

1. After scanning, the physical document would be pinned together/ tagged in the same form as it was given for scanning by BOR. At the end of the process all paper documents will be returned in their original form to BOR.
2. Each page shall be serially arranged and shall be counted while giving the documents back to the department.
3. Version Control mechanism should be allowed. Version control has to be done in case of addendum to the pre-existing digitized file. Service Provider will have to make this facility available in the capture and indexing module.
4. The Service Provider is required to use their own MIS tool to generate daily/fortnightly reports for tracking the digitization status. These reports would contain basically summary of records scanned and stored. The release of payments is linked to daily/fortnightly submission of these reports.

4.5.6. Storage Sizing and User Creation

The service provider has to perform hardware sizing for the DMS and Storage requirements. The provider shall also be responsible for the sizing of storage space for archival of data.

4.5.7. Quality Checking of Scanned Images and Metadata Entries

Quality check after scanning and metadata entry is of utmost importance. After QC1 level of quality verification, same will be verified by BOR at QC2 level. Images clearing this QC2 will lead to submission of the documents to BOR for acceptance.

The Quality Checking for Scanned Images shall include the following:

1. The Service Provider should do 100% on screen validation (along with department officials) and submit the log for 100% QC work done.
2. The Service Provider should check that no page has been scanned twice. Payment for such extra scanning will not be made to the vendor.
3. The Service Provider should check scanned records for DPI, Image Quality, Format, Noise removal etc.
4. The Service Provider should check for the quality of the image
 - a. The image should not be too dark/too light
 - b. The image should not have been captured under improper lighting
 - c. The image should not be cropped from any side
 - d. The orientation of the image should be right

- e. The image should be in true color mode
 - f. The color is consistent in all the images and not patchy
 - g. The image should not be skewed
 - h. The image should not be blurred
 - i. The image should not have excessive noise
 - j. There should not be any data loss due to folds
 - k. There should not be any data loss due to tight binding and bulge at the center
 - l. There should not be extra darkness at the edges
5. The Quality Checking for Metadata Entry shall include the following:
 - a. Whether all required metadata fields have been captured
 - b. Whether the metadata captured is correct
 6. Vendor should also check that all records obtained from the BOR have been scanned and no document has been missed out.
 7. The vendor shall generate a report which identifies any mismatch between the number of documents submitted for scanning and number of documents scanned.
 8. The bidder can also suggest their quality plan to the BOR over and above the quality checks mentioned here. Templates for the same will be decided with the successful bidder before commencement of work
 9. The bidder shall provide a QC module within the application tool for quality check, which they will be using during total process of scanning, indexing and metadata entry.
 10. The bidder should also install the instances of the application in computers as desired by BOR officials for quality check purpose at no extra cost to the BOR.
 11. The bidder will appoint skilled and qualified manpower for QC purpose and not get QC done by operators who have scanned and done metadata entry.
 12. All records unacceptable by BOR (due to improper image, missing metadata, wrong metadata) will have to be rescanned by the selected bidder. The selected bidder will not be remunerated for all such documents re-scanned.
 13. Post 100% QC by vendor, BOR officials may perform 100% quality checking (QC2) on scanned document and metadata.

4.5.8. Storage of Digitized Documents

1. The scanned documents will be tagged and stored at the local server under staging environment till the time being DMS will be provided by Board of Revenue. The bidder shall be responsible

to shift the entire scanned images from staging environment to the DMS provided by Board of Revenue.

2. The selected Bidder after successfully storing the Scanned and Digitized data on its computer (after QC2) will transfer the same to the existing Document Management System and to access data by BOR staff.
3. Standard folder structure has to be followed while storing the digitized data in the storage device.
4. Nomenclature of the digitized file should be in accordance with the e-Governance and BOR standards.
5. The bidder is required to take back-up of incremental data at the end of the day.

4.5.9. Reporting Requirements

1. The bidder shall also provide reporting tools for checking the scanning progress. BOR should be able to track the overall progress (number of images/pages scanned, percentage scanned, number of metadata entry done, etc.) on the daily, weekly, monthly basis.
2. The tool should also display QA/QC report.
3. The bidder will maintain a register that will serve a purpose of evidence for the number of documents and pages entered by the bidder on each day. The details of this register would have to be entered into the tool mentioned on a daily basis.
4. The format, content, periodicity and other information related to reports shall be discussed and finalized between bidder and BOR before the commencement of the project.
5. Bidder must provide the reporting tools, at no extra cost to the BOR.

4.5.10. Upload scanned data to DMS

- All scanned pages need to be indexed and tagged by the selected bidder. This will ensure that the existing data is stored in a safe and secure way and will be accessible by users in the DMS system provided by Board of Revenue as and when required. All the scanned pages needs to be migrated to DMS system.
- The selected bidder shall be responsible for the entire uploading procedure, assistance will be provided by Board of Revenue for uploading purpose.
- The selected bidder will have to ensure that there should be no data loss (of existing data which is readily available in DMS) during the uploading procedure.
- The selected bidder will be responsible for creation of folders, subfolders, database structures in the existing DMS for synchronized digital record keeping purpose.

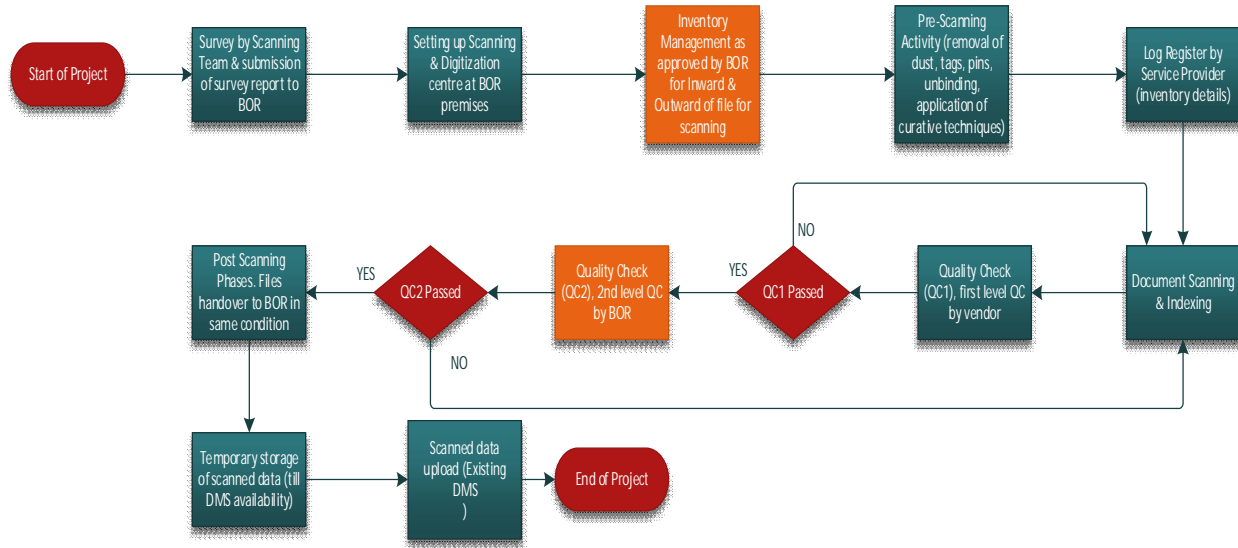
4.5.11. Physical Record Keeping

- The records/ files is currently kept in the secured record room of Bhoodan State Office in an unorganized manner in the form of bundles. The bidders having prior approval from Board of Revenue may visit the site in presence of Board of Revenue nominated custodian at their own cost.
- The selected bidder will be responsible for organizing those documents as directed by Board of Revenue.
- The bidder shall have to bind the records in separate files as directed by Board of Revenue in presence of the Board of Revenue nominated custodian for easy retrieval in future.
- The cost incurred in this process shall be quoted as file unbinding/binding rate as prescribed in the section 6.12.

4.5.12. Manpower

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, QC 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.

4.5.13. Process flow of Scanning, Digitization



Note: The above process flow is an indicative one and the Bidder needs to evolve/suggest the process flow best suited for the job and the same needs to be approved by the Board of Revenue.

4.5.14. Other General Requirements

1. The bidder shall add/replace poor quality scanned images/documents on its own, for which it shall not be entitled to get any extra payment.
2. The files / documents will not be allowed to be removed from premises allocated to bidder. Suitable hardware infrastructure/facilities have to be established onsite at the premises that shall be allocated to do the digitization work.
3. It is the absolute responsibility of the bidder to ensure that the contents of the digitized documents shall be an exact replica of the original paper document maintained as part of the records in the books/file. This will be a mandatory condition for the bidder.
4. Under no circumstances the documents shall be changed, mutilated, destroyed or replaced by some other documents.
5. BOR, or any BOR authorized agency/person can carry out quality checks periodically for scanning and data entry services.
6. Once the project commences, the BOR shall evaluate the vendor's performance based upon the outputs provided and the BOR reserves the right to ask the vendor to replace any equipment with

similar equipment in better condition or superior equipment if the output does not meet the requirements of the BOR.

7. Complete secrecy and confidentiality of physical/Digitized records is required to be maintained by the successful Bidder.
8. The Scanned and Digitized records will be the property of the BOR. The successful Bidder will have no right, title or interest in it and will not use it elsewhere.
9. The Service Provider will deploy its own human resources for all the above mentioned activities. The Service Provider will deploy adequately skilled manpower resources to complete the job within the specified time and of specified quality.

SECTION 5: General Conditions of Contract

5.1. Project Timelines

BOR envisages the completion of the Scanning and Digitization of the all the physical records i.e. legacy documents, files, manuals, books, etc. (the Scope of Work has been given in Section 4) within a timeframe of 2.5month from the date of work order. Duration of completion of scanning and digitization work may vary, depending on the actual volume of pages revealed during scanning period.

Project Timeline has been given below:

Activities/Task	Deliverables	Timeline
Signing of Contract	NA	T
Project Kick-Off	1. Project Inception Report covering: <ol style="list-style-type: none"> i. Estimate of the number and type of scanners required at BOR ii. Approach and Project Plan for scanning, digitization, indexing, metadata entry iii. All capacity building in terms of storage, hardware and space related requirements have to be identified during this phase 	T+1 week
Team Mobilization and Digitization Centre set-up	Service Provider shall set up the scanning and digitization facilitation centre at BOR provided space	T+1 week
Commencement of Scanning work	Minimum 50 thousand images per day	T+2 weeks
Upload scanned data to Local server/DMS system	Uploading of scanned data on Local Server till the completion of second level quality checking	T+2 weeks onwards
Completion of Scanning	Completion of Scanning of all the physical records	T+6 weeks
Completion of First level Quality Checking (QC1)	Completion of first level quality checking (to be done by the selected bidder)	T+7 weeks
Completion of Second level Quality Checking (QC2)	Completion of Second level quality checking (to be done by BOR)	T+8 weeks
Completion of uploading of scanned records to existing DMS	All the scanned documents need to be uploaded successfully on existing DMS of BOR with proper indexing and metadata tagging and nomenclature.	T+10 weeks

5.2. Payment Schedule / Terms

- Invoice would be raised by service provider on monthly basis for scanning services.
- Invoice shall be raised on the first week of a month, on the basis of the actual quantity of images scanned or digitized (after second level of quality checking), subject to verification and acceptance provided by BOR.

- The verification of the documents scanned shall be done by service provider staff and BOR nominated staff.
- Further verification of the scanned documents uploaded to the existing DMS (provided by BOR) shall be done by service provider staff and BOR nominated staff.
- The documents would be deemed to have been verified only upon sign off by the nodal officer concerned.

Item	Payment Terms
1. Document Scanning, metadata tagging and indexing	<ul style="list-style-type: none"> • Payment = [Number of images correctly scanned in a record room * rate per image as quoted – applicable penalty for the images scanned in that record room • 80% of monthly invoice amount to be paid within 30 days from the date of acceptance of scanned records by BOR (after second level of quality checking QC2 and subsequent approval)
2. Uploading on DMS	<ul style="list-style-type: none"> • 20% against: (1) Successfully uploading of 100% of the scanned documents in DMS, with signoff certificate from nodal officer

5.3. 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 BOR 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 BOR 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 SI in performing the Services, then the remuneration and reimbursable expense otherwise payable to BOR 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 <<‘System integrator’>> shall be entitled to reimbursement on submission of proof of payment of such tax or levy.

5.4. Service Level Agreements

- The purpose of this Service Level Agreement is to clearly define all the level of service which shall be provided by the Service Provider to Board of Revenue for whole duration of the Project.
- The Penalty shall be calculated and deducted from the immediate payment due.

- The maximum penalty at any point of time and for any period should not exceed 10% of Scanning services cost as per the Commercial Bid submitted by the bidder. If the penalty exceeds this amount, BOR reserves the right to terminate the contract. The Scanning service cost for this purpose shall be the rate quoted by the bidder per page as per the paper type multiplied by the estimated Scanning volume mentioned in the RFP.
- Total Liquidate damage is capped at 10% of the total project cost. If liquidated damage cost increases the specified limit Board of Revenue may at his discretion terminate the contract and/or PBG will be forfeited.

Note: Penalties shall not be levied on the successful bidder in the following cases:

- The non-compliance to the SLA has been solely due to reasons beyond the control of the bidder
- There is a Force Majeure event affecting the SLA which is beyond the control of the successful bidder

5.5. Liquidity Damage Conditions

1. For Scanning Services

Sl. No.	Service / Parameter	Liquidity Damage
1	For every image improperly scanned (not in condition to acceptable by BOR)	75% of the scanning cost (per image) quoted by the bidder
2	For every image not scanned (missed out from the original document)	75% of the scanning cost (per image) quoted by the bidder
3	Data/image loss after uploading in existing DMS (if found during acceptance and approval procedure)	75% of the scanning cost (per image) quoted by the bidder
4	Minimum 3L pages(both side) scanned per week at an average considering output from all the scanner machines	For every deficit number of page under this defined value, 20% of the per image cost quoted by the bidder.
5	Delay in setting up agreed no. of scanning & digitization facility	Rs. 5000 per delay week
6	Security Breach and leakage of data	50000/ instance

* It shall be the responsibility of the successful bidder to rescan, index with Metadata Tag and upload all such improperly scanned images or missed out pages. The selected bidder shall not be paid any amount for rescanning of documents.

** However, in case adequate number of documents are not made available by BOR for scanning, then the penalty shall not be applicable.

*[For instance, if the successful bidder quotes Rs.X per image and has scanned a total of 100 images. If 10 images have been found to be improper, then the penalty would be $10 * 75\%$ of X. Thus the payment to the bidder would be calculated based on $((90X - (10 * 75\% \text{ of } X)) - \text{Other applicable penalties}).$]*

2. Penalty Terms against any damage to the documents

Under no circumstances shall the documents be changed, mutilated, destroyed or replaced by some other documents. Any damage to the documents will lead to heavy penalty for the Service Provider (Penalty Upto Rs. 5,000/- per damage). Thus the Service Provider should take utmost care of the documents and no document shall be permitted to be taken out of the BOR premises.

5.6. Force Majeure

1. Force Majeure would include natural and unavoidable catastrophe that interrupts the expected course of events.
2. The bidder shall not be liable for penalty, liquidated damages or termination for default, if and to the extent that, his delay in performance or other failure to perform his obligations under the contract is the result of an event of Force Majeure.
3. For purposes of this clause, “Force Majeure” means an event beyond the control of the bidder and not involving the bidder and not involving the bidder’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, instances of, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes which would have an impact on BOR.
4. If a Force Majeure situation arises, the bidder shall promptly notify BOR in writing of such conditions and the cause thereof. Unless otherwise directed by BOR, the bidder shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
5. The Force Majeure circumstances and events shall include the following events to the extent that such events or their consequences (it is being understood that if a causing event is within the reasonable control of the affected party, the direct consequences shall also be deemed to be within such party's reasonable control) satisfy the appropriate definition as per this agreement. Without limitation to the generality of the foregoing, Force Majeure Event shall include the following: classes of events and circumstances and their effects.
6. Natural events (“Natural Events”) to the extent they satisfy the foregoing requirements including:
 - Any material effect on the natural elements, including lightning, fire, earthquake, cyclone, flood, storm, tornado, or typhoon;

- Explosion or chemical contamination (other than resulting from an act of war);
 - Epidemic such as plague;
 - Any event or circumstance of a nature analogous to any of the foregoing.
7. Other Events (Political Events) to the extent that they satisfy the foregoing requirements including:
- Act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy,
 - blockade, embargo, revolution, riot, insurrection, civil commotion, act of terrorism or sabotage;
 - Strikes, work to rules, go-slows which are either widespread, nation-wide, or state-wide and are of political nature;
 - Any event or circumstance of a nature analogous to any of the foregoing.

5.7. Resolution of disputes

- a. BOR and the successful bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute, arising between them under or in connection with the contract.
- b. Any dispute or difference whatsoever arising between the parties to this Contract out of or relating to the construction, meaning, scope, operation or effect of this Contract or the validity of the breach thereof, which cannot be resolved through the above mentioned method, shall be referred to a sole Arbitrator to be appointed by mutual consent of both the parties herein. If the parties cannot agree on the appointment of the Arbitrator within a period of one month from the notification by one party to the other of existence of such dispute, then the Arbitrator shall be nominated by the Secretary, Board of Revenue, Patna, Bihar. The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules or re-enactments thereof. The Arbitration proceedings will be held at Patna, Bihar.

5.8. Limitation of Liability towards BOR

The Service Provider's liability under the resultant Agreement shall be determined as per the Law in force for the time being. The Service Provider shall be liable to BOR for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the Service Provider and its employees, including loss caused to BOR on account of defect in goods or

deficiency in services on the part of Service Provider or his agents or any person / persons claiming through or under said Service Provider. However, such liability of Service Provider shall not exceed the total value of the Agreement.

5.9. Liquidated damages

In case the Service Provider fails to provide services as per requirement of the BOR, the BOR shall without prejudice to its other remedies under the contract forfeit the Security Deposit (PBG) either in part or full. The BOR will be the final authority to ascertain the veracity of any reason provided by the Service Provider.

Notwithstanding the provisions of contract, the Service Provider shall not be liable for forfeiture of its Security Deposit (PBG) or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

5.10. Conflict of Interest

The Service Provider shall disclose to BOR in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Service Provider or its team) in the course of performing the Services as soon as it becomes aware of such a conflict. Service Provider shall hold BOR's interest paramount, without any consideration for future work, and strictly avoid conflict of interest with other assignments.

5.11. Handover Clause

- At the end of the specified tenure, Board of Revenue, Bihar may exercise its option to renew the project contract with the existing service provider or decide to undertake these activities on its own or to go for fresh open tender.
- If Handover is required to Board of Revenue / any other vendor at the end of the existing project contract or otherwise, the current service provider would be responsible for handing over the complete know-how, documentation records, software logs, source codes and all such relevant items that may be necessary for the transition process.

5.12. Equipment

All tools & tackles necessary for the scanning and digitization work shall have to be procured by the service provider unless otherwise specified elsewhere in these tender documents. The

equipment used by the service provider for a particular work must be appropriate for the type of work. The service provider shall maintain the equipment used in this work properly so that they are in good working condition. In no case shall the service provider use defective or imperfect equipment in the work. The service provider shall arrange to replace or repair all defective equipment so that the progress of the work is not hampered. No defective equipment should be left at the project site and the department shall not be responsible for any loss or damage to any of these equipment's during the course of the execution of the work.

SECTION 6: ANNEXURE

ANNEXURE I: Format of sending Pre-Bid queries

Name of the bidder:

Queries

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

Name of Authorized Personnel

Date of submission:

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

ANNEXURE II: Instructions for Pre-Qualification Bid

6.1. Check-list for the documents to be uploaded for Pre-Qualification

Sl.	List of Documents to be submitted	PQ ref.	Submitted	Documentary
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No.			(Y/N)	Proof (Pg. No.)
1	Cover Letter	Annexure-II, 6.2		
2	Online transaction Slip/Scanned copy of DD for RFP document fees of Rs. 2000/-	Sr. No.11		
3	Scanned copy of DD for EMD of Rs. 1,00,000/-	Sr. No.11		
4	Power of Attorney in favor of Authorized signatory	Annexure-VIII		
5	Declaration that the bidder has not been debarred/blacklisted by any Government/Semi-Government. Organization	Sr. No.-09		
6	Copy of Certificate of Incorporation	Sr. No.01		
7	Work orders	Sr. No.04,05		
8	Self-Declaration	Sr. No.06,09		
9	Copy of the audited Profit & Loss Statement of the company and Certificate from the Chartered Accountant	Sr. No.02		
10	Copy of the audited balance sheet of the company and/or certified by the Chartered Accountant for last three years	Sr. No.03		
11	Valid documentary proof of GST registration number and the details of income tax registration (PAN).	Sr. No.08		
12	Copy of valid certificate	Sr. No. 07, 08		
13	Bidders particulars	Annexure 2, 6.3		
14	Scanner Specifications	Annexure III, 6.10 (PQ Sr. No. 6)		

6.2. Pre-Qualification Cover Letter

(To be submitted on the letterhead of the bidder)

Place:

Date:

To,

The Secretary,
Board of Revenue,
Old secretariat, Patna, Bihar-800015

Subject: Submission of proposal in response to the RFP for “Selection of Service Provider for Scanning, Digitization of Bhudan Yagna Committee records”

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 “**Selection of Service Provider for Scanning, Digitization of Bhudan Yagna Committee records**”.

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 Board of Revenue, Bihar 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 Board of Revenue, Bihar 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:

6.3. Format to share Bidder's Particulars

Sl. No.	Information	Details
1	Name of Bidding firm:	
2	Address and contact details of Bidding firm:	
3	Firm Registration Number and Year of Registration	
4	Web Site Address	
5	Status of Firm/ Company (Public Ltd., Pvt. Ltd., etc.)	
	Company's Service Tax Registration No. (GST)	
6	Company's Permanent Account Number (PAN)	
7	Company's Revenue for last 3 years (Year wise)	
8	Company's Profitability for the last 3 years (Year wise)	
9	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP:	
10	Telephone number of contact person:	
11	Mobile number of contact person:	
12	Fax number of contact person:	
13	E-mail address of contact person:	

Please submit the relevant proofs for all the details mentioned above along with your Bid response

Authorized Signatory

Name

Seal

6.4. Format for Declaration by the bidder for not being Blacklisted / Debarred

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

Date:

To

The Secretary,
Board of Revenue,
Old secretariat, Patna, Bihar-800015

Subject: Submission of proposal in response to the RFP for “Selection of Service Provider for Scanning, Digitization of Bhudan Yagna Committee records”

Ref: RFP No. :

Dear Sir,

I, authorized representative of _____, hereby solemnly confirm that the Company _____ is not banned by the Government of Maharashtra/ Any other state government/ Government of India which includes any Government Department, Public Sector Undertakings of the Government, Statutory Boards formed by the Government, Local Bodies in the State, Co-operative Institutions in the State, Universities and Societies formed by the Government for any reason as on last date of submission of the Bid. In the event of any deviation from the factual information/ declaration, BOR, Government of Bihar reserves the right to reject the Bid or terminate the Contract without any compensation to the Company.

Thanking you,

Yours faithfully,

Signature of Authorized Signatory (with official seal)

Date:

Name:

Designation:

Address:

Telephone & Fax:

E-mail address:

6.5. Format to share financial details for Bidder

Name of the Bidder		
Financial Capability	Overall turnover for FY 2014-15, FY 2015-16, FY 2016-17 (in INR crores)	
	Turnover from end-to-end scanning, digitization and DMS implementation projects for FY 2014-15, FY 2015-16, FY 2016-17 (in INR crores) *	
	Net Worth as on March 31, 2017 (in INR crores) Profit as on March 31, 2016 (in INR crores)	
* List of the Projects substantiating relevant experience as per technical evaluation criteria	1. 2.	

Also attach the Auditor Certified financial statements for the last three financial years (FY 2014-15, FY 2015-16, FY 2016-17)

6.6. Format for Authorization Letters from OEMs

Date: dd/mm/yyyy

To

The Secretary,
Board of Revenue,
Old secretariat, Patna, Bihar-800015

Sub: Authorization Letter to M/s. ----- for the participation in the bid for “Selection of Service Provider for Scanning, Digitization of Bhudan Yagna Committee records”

Ref: bid No: <No> Dated <DD/MM/YYYY>

Sir,

We _____, (name and address of the manufacturer) who are established and reputed manufacturers of _____ having factories at _____ (addresses of manufacturing / development locations) do hereby authorize M/s _____ (name and address of the Bidder) to bid, negotiate and conclude the contract with you against the above mentioned bid for the above equipment / software manufactured / developed by us.

We herewith certify that the above mentioned equipment's / software products are not end of the life and we hereby undertake to support these equipment / software for the duration of minimum 5 years from the date of Submission of the bid.

Yours faithfully,

For and on behalf of M/s _____ (Name of the manufacturer)

Signature:

Name:

Designation:

Address:

Date:

Note: This letter of authority should be on the letterhead of the concerned manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer.

ANNEXURE III: Guidelines for Technical Proposal

6.7. Checklist for Technical Bid

Sl. No.	List of Documents to be submitted	TQ ref.	Submitted (Y/N)	Documentary Proof (Pg. No.)
1	Cover Letter	Annexure-III, 6.8		
2	Work orders	Sr. No. 05,06		
3	Copy of the audited Profit & Loss Statement of the company and Certificate from the Chartered Accountant	Sr. No. 1		
4	Project Details	Annexure-III, 6.9		
5	Self-declaration	Sr. No.-2		
6	Copy of valid certificate	Sr. No.03,04		
7	Scanner Specifications	Annexure III, 6.10 (PQ Sr. No. 2)		
8	FRS compliance	Annexure-IX		

6.8. Technical Bid Cover Letter

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

Date:

To

The Secretary
Board of Revenue,
Old secretariat Patna, Bihar - 800015

Subject: Submission of proposal in response to the RFP for “Selection of Service Provider for Scanning and Digitization of Bhudan Yagna Committee records”

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 “**Selection of Service Provider for Scanning and Digitization of Bhudan Yagna Committee records**”

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 “**Selection of Service Provider for Scanning and Digitization of Bhudan Yagna Committee records**”, put forward in RFP or such adjusted plan as may subsequently be mutually agreed between us and BOR 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 BOR.

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 BOR 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 BOR 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:

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)

6.9. Format to share Project Details

Sl. No	Information Sought	Details
Customer Information		
1	Customer Name	
2	Name of the contact person from the client organization who can act as a reference with contract coordinates	
	Name	
	Designation	
	Address	
	Mobile /Phone Number	
	Email ID	
Project Details		
3	Project Title	
4	Start Date/ End Date	
5	Current Status (In Progress/ Completed)	
6	Number of responding firm's staff deployed on this project (peak time)	
Value of the Project		
7	Order value of the project (in rupees lakhs)	
8	No. of Documents involved for scanning and Digitization	
9	Narrative description of project: (Highlight the components / services involved in the project that are of similar nature to the project for which this Tender is floated	
10	Description of actual services provided by the responding firm within the project and their relevance to the envisaged components / services involved in the project for which this RFP is floated	
11	Description of the key areas where significant contributions are made for the success of the project	
12	Order Copies and Performance Certificate received from Client is attached with this statement	

Note: The Bidder is required to use above formats for all the projects referenced by the bidder for the pre-qualification criteria and technical bid evaluation.

6.10. Scanner Specification:

a) High Speed Image Scanners

SL. No.	Image scanners - make and specifications	No. Available	Dpi / Resolution	Year of Manufacture	speed of each scanner (per hour)
1					
2					
3					

Nodal Officer

<Date>

Name Service Provider's Representative Name

<Date>

ANNEXURE IV: Commercial Bid Formats

6.11. Commercial Bid Cover Letter

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

Date:

To

The Secretary
Board of Revenue,
Old Secretariat Patna, Bihar - 800015

Subject: Submission of proposal in response to the RFP for “Selection of Service Provider for Scanning, Digitization of Bhudan Yagna Committee records”

Ref: RFP No. :

Dear Sir,

We, the undersigned Bidders, having read and examined in detail all the bidding documents in respect of "**Selection of Service Provider for Scanning, Digitization of Bhudan Yagna Committee records**" 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.

We hereby declare that our bid is made in good faith, without collusion or fraud and the information 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,

(Signature of the Authorized Signatory)

Name

Designation

Seal.

Date:

Place:

Office Address:

6.12. Commercial Bid Format and Instructions

The Service Provider has to quote the rate in the BoQ Excel Sheet available on e-Proc website with this bid. Commercial bid to be provided for enterprise license and should not be dependent on the number of pages. Service Provider need to fill up for price bid as below.

A. Scanning& DigitizationCost

Sl. No.	Item	Unit Rate /image (A)	Indicative volume of records (B)	Total Commercial Cost in INR (C=A*B)	GST Rate (%) D	GST (in INR) (E=C*D)	Total Cost (incl. of tax) (F=C+E)
1	Scanning rate per side (image) of AO to A3 size document (including metadata creation and indexing)		1,00,000				
2	Scanning rate per side (image) of Legal/A4 and below size document (including metadata creation and indexing)		9,00,000				
3	Unbinding/Binding rate per file		1,00,000				
4	Cost of scanning & digitization Infrastructure setup, if any						
5	Uploading Cost		10,00,000				
TOTAL							

Instructions:

- The volume given above for all items are indicative and are for evaluation purpose only. BOR 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.

ANNEXUREV–Performance Bank Guarantee

For Contract Performance Bank Guarantee

Ref: _____ Date: _____

Bank Guarantee No.: _____

To

Secretary

Board of Revenue

Patna, Bihar - 800 015

Email id: **boardofrevenuebihar@gmail.com**

Ref:

Dear Sir,

PERFORMANCE BANK GUARANTEE – For “Selection of Service Provider for Scanning, Digitization of Bhudan Yagna Committee records”

WHEREAS

M/s. (name of Bidder), a company registered under the Companies Act, 1956, 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 “**Selection of Service Provider for Scanning, Digitization of Bhudan Yagna Committee records**”, 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 BOR; 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 favour.

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 2017.

Yours faithfully,

For and on behalf of the Bank,

(Signature)

Designation
(Address of the Bank)

Note:

This guarantee will attract stamp duty as a security bond.

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 VI- Format to share Bidder's Particulars

(On company letter head)

Sl. No.	Description	Details (to be filled by the responder to the Bid)
1	Name of the company	
2	Official address	
3	Phone No. and Fax No.	
4	Corporate Headquarters Address	
5	Phone No. and Fax No.	
6	Web Site Address	
7	Details of Company's Registration (Please enclose copy of the company registration document)	
8	Name of Registration Authority	
9	Registration Number and Year of Registration	
10	CMMi or ISO 9001 and its validity	
11	GST registration No.	
12	CST/LST/VAT registration No.	
13	Permanent Account Number (PAN)	
14	Company's Revenue for last 3 years (Year wise)	

Please submit the relevant proofs for all the details mentioned above along with your bid response.

ANNEXURE VII- Document Handover Summary Sheet

Sl. No	Document Type	File/Record No.	Title	Category	Pg. Size	No. of Pg.	Uploaded to DMS server (Y/N)?	Actual Date of Return
1								
2								
3								
4								
5								
6								

Declaration by the Nodal Office while collecting the documents:

I, hereby, verify that the above documents handed over to the Service Provider have been returned to the department without any alteration, and modifications. I also hereby verify that the above documents scanned by the Service Provider is an exact replica of the physical document (i.e. it is complete and correct), is legible, has been uploaded on the DMS server, an additional backup copy has been provided on external media and the has been completed as mentioned in the table above.

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 **“Selection of Service Provider for Scanning, Digitization of Bhudan Yagna Committee records”**, including signing and submission of all documents and providing information / responses to the BOR, representing us in all matters before BOR, and generally dealing with the BOR 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:

- 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.
- The Power of Attorney shall be provided on Rs.100/- stamp paper.
- The Power of Attorney should be supported by a duly authorized resolution of the Board of Directors of the Bidder authorizing the person who is issuing this power of attorney on behalf of the Bidder.

