

Office of the Principal Accountant General (A&E),
Chhattisgarh, Raipur 492005

Request For Proposal
For
Digitization of Records

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Key Information

Sl.No	Items/Events	Description
1.	Cost of Bid Document	INR 2000(Rupees Two Thousand only) in the form of separate DD drawn in favour of “The Pay & Accounts Officer, Office of the Principal Accountant General (A&E), Chhattisgarh, Raipur 492005
2.	Earnest Money Deposit	Rs.100000 (Rupees One lakh only)in the form of separate DD drawn in favour of “The Pay & Accounts Officer, Office of the Principal Accountant General (A&E), Chhattisgarh, Raipur 492005
3.	Date of RFP issued	30.12.2022
4.	Last Date for receipt of request for clarification if any from bidder.	06.01.2023
5.	Furnishing of reply to clarifications raised by the bidders	13.01.2023
6.	Last date and time of submission of bids	20.01.2023 by 3.00 pm
7.	Date and Time of opening of Technical Bids	27.01.2023 at 12.00 pm
8.	Date and Time of submission of Technical clarification if any	03.02.2023
9.	Date and Time of opening of Financial Bids	08.02.2023 at 12.00 pm
10.	Performance Bank Guarantee	The selected bidder shall give a Bank Guarantee for 3% of the total contract price from a Nationalised / Scheduled Bank at Chhattisgarh, Raipur prior to commencement of the project. The Bank Guarantee shall be valid for the period of the contract and warranty obligations plus sixty days.

Note: If required, the A&E office may call for a technical demonstration by the qualified bidder(s). The date and time of demonstration will be intimated to the bidders individually.

Glossary

Applicable Law means the Contract shall be interpreted in accordance with the laws of India.

A & E Office means the Office of the Principal Accountant General(A&E), Chhattisgarh, Raipur.

Bidder means any firm offering the solution(s), service(s) and/ or deliverables required in the tender call. The word Bidder when used in the pre-award period shall be synonymous with bidder and when used after award of the contract shall mean the service provider with whom the A&E Office signs the contract for rendering services. The bidder may refer to prime bidder or any consortium partner (in case of consortium). In case of consortium, the lead entity must satisfy the pre-qualifications of bidders.

Service provider means the successful bidder on whom the contract is awarded by A&E Office.

Contract Price means the price payable to the Service provider under the Contract for the full and satisfactory performance of all its contractual obligations.

Pre-qualification and Technical bid means that part of the offer that provides information to facilitate assessment, by A&E office, professional, technical and financial standing of the bidder, conformity to specifications etc.

Financial bid or the Commercial Bid means the part of the offer that provides price schedule.

Performance Bank Guarantee means the security to be furnished by the Service provider in accordance with the conditions of the contract, on receipt of notification of award from the A&E Office, in the form as per Annexure D of this RFP.

Services mean taking out the pages from the files, scanning images, keeping back the papers in the case files, developing the software to integrate with the existing Oracle 11g and a Document Management System that the Service provider is required to install or provide under the contract, training of the A&E Office staff and the associated documentation.

SECTION 1. SCOPE OF WORK, SPECIFICATIONS

1.1 Office of the Principal Accountant General (A&E), Chhattisgarh, Raipur.

In accordance with Articles 149 and 151 of the Constitution of India read with Section 11 of the Comptroller and Auditor General of India (Duties, Powers & Conditions of Service) Act, 1971, the Principal Accountant General (Accounts & Entitlement) Chhattisgarh, Raipur, the A&E Office, is responsible for compilation and preparation of the accounts of Government of Chhattisgarh.

One of the activities of A&E Office involves maintenance of GPF of State Government employees, All India Service officers of Chhattisgarh Cadre and Judges of the Chhattisgarh High Court. The A&E Office processes the General Provident claims through a software application developed in Oracle 11g platform.

1.2 Brief Nature of the work

The work involves a) digitising the selected pages, b) developing a Document Management Software (DMS) application for easy retrieval, search, view, addition, deletion of a particular page and file as per the technical requirements specified elsewhere in the document. Creation of Oracle database in 11g platform of all GPF scanned data with quality and accuracy and pass service provider's quality assurance phase. The GPF Oracle data should be in monthly and yearly abstract form. The scanned images and GPF Oracle database have also to be linked to the existing GPF application and MIS application in Oracle 11g platform except documents pertaining to Service books and pension papers. Provision for integration and meta-tagging of GPF debit vouchers and final payment cases and other documents to be scanned in future.

1.3 Digitization and its expectations

It is always imperative for any organization to meet accepted standards for managing its large official records. These standards are designed to ensure that electronic images of paper source documents, where the image is intended to replace the original as the official record, are captured in a way that ensures their reliability, authenticity and usability over their entire retention period and that allows the images or copies produced from the images, to be authenticated as true copies of the originals and to be admissible as evidence in legal proceedings.

Digitization is expected to achieve the following benefits:-

1. Ultimate objective of reduction of storage space for preserving files.
2. Minimising the file search time.
3. Increase in productivity of processes.
4. Availability of the document for sending in electronic format.
5. Reduced turnaround time of processes.
6. Improved control over all the important digitized documents by restricting access.

1.4 Estimated quantity of work

Scanning and Digitalization of GPF Manual Records

Details of GPF Manual Records

Sl. No.	Type of Records	No. of Items	No. of Pages per items	Size of each page (L x W)	Total No. of pages
1	Big Ledger Cards	229990	2	42 x 30 cm	459980
2	Small Ledger Cards	114995	2	35 x 26 cm	229990
3	Ledgers Book	948	400	42 x 32 cm	379200
4	Big NPR	937	300	42 x 30 cm	281100
5	Small NPR	167	200	34 x 22 cm	33400
6	Big Broadsheet	3374	300	60 x 85 cm	1012200
7	Small Broadsheet	333	200	42 x 72 cm	66600
8	GIR Book	140	300	42 x 32 cm	42000
	TOTAL	350884			2504470

	Pension Records				
1	Books/ Ledgers	460	144 (Approx)	31 x 28 cm	66240
	Admn. Records				
1	Files/Service Books	452	80 (Approx)	A3	36160
	GRAND TOTAL				2606870

1.5 Work completion schedule

The contract has to be completed by the successful bidder within a period of eight months from the date of award of the contract. The bidders are requested to ensure that monthly schedules are accordingly drawn in such a way that the work is completed as per the time schedule.

1.6 Specifications

1.6.1 The Service provider has to create digitized format of cases.

1.6.2 Scanning resolution should be 300DPI to 600DPI resolutions with Colours (24 bit) for brittle and very old document to maintain the originality of the document and making it searchable. Overhead Scanner (Bookeye-02/04, Zeuschel) or similar model should be used.

1.6.3. The paper size of the document to be scanned may vary.300 DPI resolutions with Grey Scale (8 bit) for colour back ground documents ensuring originality and search ability of the documents.

1.6.4 300 DPI resolution with black & white for legible documents ensuring originality and search ability of the documents.

1.6.5 Scan image should not be duplicated and all images should be in proper sequence.

1.6.6 Scan image should be cropped in a proper manner and no content should be deleted.

1.6.7 The data in the final output should be well-readable and in Clean PDF.

1.6.8 The Service provider needs to deploy the required skilled and experienced manpower, necessary hardware & software etc. to execute the contract.

1.6.9 Providing Document Management Software(DMS) for storing, archiving and retrieval of records in digital form. The software should have the facility to add or delete pages to the existing document with controls to be exercised at appropriate level of officials. The software should not have any restriction as to the number of concurrent users.

1.6.10 The property rights of the customized DMS provided by the Service provider should vest with the A&E Office. Replication of the above software elsewhere wholly or partly or the use of relevant documents is not permitted.

1.6.11 The source code and the documentation of all software, both in hard as well as soft format in Clean PDF should be handed over to the A&E Office in hard disk, copied in system, server and NAS as part of the deliverables.

1.6.12 The Oracle database in 11g platform of all GPF scanned data and the scanned documents along with their oracle database should be integrated with the existing Oracle 11g GPF Application and MIS Application software. The Service Provider will create Oracle database in 11g platform of all GPF scanned data with quality and accuracy and pass service provider's quality assurance phase. The GPF Oracle data should be in monthly and yearly abstract form. The Oracle data has to be integrated with existing GPF and MIS application software.

1.6.13 The service provider has to impart training to the resource persons/staff identified by the A&E Office to carry out scanning/digitization and the entire operational part of application Software /utilities developed by the selected Service provider during the project like indexing, archiving (scanning and storing), deleting, retrieval, printing and appending pages to existing files etc.

1.6.14 The Service provider should fully maintain and provide technical support for twelve months after completion of the contract. The service provider should respond within 48 hours for any technical support requested by the A&E office. If the service provider fails to respond/provide solution within the stipulated time, the A&E office may have the option of levying penalty at Rs.1000/- per day of delay/default.

1.6.15 On completion of the work, the service provider shall hand over the latest licensed updated software and also the database to this office, which shall become property of the office of Principal AG for all intents and purposes. The service provider will also provide the licensed copy of software's to this office.

1.7 Process in detail

The process of scanning and digitization involves the following sequential stages:

1. Setting up of scanning and digitization facility
2. Pre-Scanning preparation
3. Scanning and Digitization
4. Indexing & Meta-tagging of scanned documents

5. Creation of GPF Oracle database in 11g platform of scanned GPF data
6. Integration of scanned documents and Oracle database with existing GPF and MIS software
7. Provision for integration and meta-tagging of GPF debit vouchers and final payment cases and other documents to be scanned in future.
8. Post Scanning activities
9. Storage and backup
10. Training

1.7.1 Setting up of scanning and digitization facility

a. The Service provider will be required to setup and install the necessary infrastructure at the premises of A&E office, Chhattisgarh Raipur to complete the scanning and digitization within the time frame.

b. The Service provider should provide necessary hardware (including Server, desktop systems, Overhead image scanners, printers, etc. in sufficient quantity), application software and other infrastructure for Scanning & Digitization work at the location of the Office. The Service provider shall ensure 99% uptime for the entire solution. The hardware supplied shall be the property of the Service provider and any maintenance required in this regard shall be the responsibility of the Service provider. No Hardware/software will be provided by the office. Only work place, Electricity, and basic electrical fixtures required for the set-up of the Cell will be provided by the Office.

1.7.2. Pre-scanning preparation

These are the activities that are to be performed by the Service provider on the documents collected before commencement of scanning. It inter-alia includes:

a. The pages to be scanned will be marked by the A&E Office and handed over to the service provider. After collection of documents from the A&E Office, it would be the responsibility of the Service provider to maintain and return all the files in their original form to the A&E office. The documents should be collected, on a regular basis under the supervision of an Officer, scanned at the Office site. Scanning will be done through an Overhead Scanner in its present position without disturbing the contents. After scanning they should be arranged in the same manner as they were received & returned the same day.

b. The Service provider shall check for the number of pages to be scanned in a file in the presence of the representative(s) of the A&E Office and acknowledge the same.

c. Wherever required, the Service provider shall be responsible for removal of dust, removal of tags, pins, threads, rubber bands etc. from the records before scanning.

d. The Service provider shall take extreme care to arrange the documents back in the files so that their chronology is not disturbed.

e. The Service provider should carefully unfold and flatten the documents to eliminate creases and wrinkles if any.

f. The Service provider shall take special care in preparing the documents for scanning which are old and not in good physical condition. This may inter-alia include pasting of torn pages, straightening of pages, un-binding of files that cannot be scanned in a routine manner. Some documents which are folded at the edges may even require ironing to straighten them.

g. Document & batch Preparation: Inspecting & separating documents, grouping documents into categories & designating the beginning & end of documents and batches.

1.7.3 Scanning and digitization:

a. The scanning needs may vary from page to page in a file and accordingly appropriate resolution has to be maintained.

b. The images have to be scanned in black-and-white. The scanned documents shall be stored in clean PDF format.

c. The documents would be sent to the Service provider for scanning in convenient batches as mutually agreed to between the Service provider and the A&E office. Records would be scanned and digitized at the place provided by this office and the Service provider shall be responsible for accounting the details of records handed over to them to carry out the digitization work.

d. The Service provider is responsible for quality assurance and has to go through all documents to see if they are complete and readable. The Service provider has to undertake Quality Assurance processes for all aspects of processing and post- processing of records including image capture, indexing, storage and return. The Service provider has to perform quality control to ensure that each page is fully rendered, properly aligned, and free of aliasing/distortions. When necessary (e.g., poor image capture), the Service provider has to re-scan from the original page and insert the image(s) into the proper image file sequence.

e. The Service provider shall perform following image enhancement activities wherever necessary

i. ensuring that the quality of scanned images are enhanced to the optimum level

ii. carrying out cropping and cleaning of images like removal of black spots around the text, providing equal margins around the text

iii. In case the print/writing in the documents is not legible, the Service provider shall scan the documents at a higher resolution or in Gray scale. No extra payment shall be made for the same.

iv. Page should not be left while scanning the file.

v. No chemical/water should be used for manual flipping pages.

vi. If the image is very large in size it must be properly stitched after partially scan.

vii. Blank pages should be left out during scanning of records.

viii. Scan image should not be corrupt.

ix. Map image should be saved in separate folder also.

x. All scanned data should be cross checked by the department official/employees.

1.7.4. Indexing & Meta-tagging

a. After documents are scanned and stored in digital form, they would be indexed using manual entry. The Service provider will create metadata with metadata fields as required for indexing as per the requirement of the A&E Office. However, it may finally be decided at the time of execution.

b. The 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.

c. The Service Provider will create Oracle database in 11g platform of all GPF scanned data with quality and accuracy and pass service provider's quality assurance phase. The GPF Oracle data should be in monthly and yearly abstract form. The Oracle data has to be integrated with existing GPF and MIS application software. The service provider will also make provision for integration and meta-tagging of GPF debit vouchers and final payment cases and other documents to be scanned in future.

d. The Metadata of each Case file is required to be recorded in the PDF file itself. The Metadata inserted inside the PDF must conform to the XMP (Extensible Metadata Platform) specification for storing rich Metadata which enables importing of the Metadata fields directly in the Content Management System/Document Management System database. Annotations and bookmarks for the relevant pages is also required to be recorded in the PDF files and stored as separate attributes in the database for searching purposes;

e. XML (Extensible mark-up Language) output of the Metadata with other details of the PDF files are also required to be simultaneously generated by the Service provider.

f. The PDF files generated are required to be indexed, based on criteria to be specified to facilitate so as to facilitate weeding of the digitized Case files by deleting files which are not required after expiry of the retention period.

1.7.5 Post Scanning:

a. After scanning, the physical document would be pinned together/ tagged/stitched in the same form as it was given for scanning by the A&E Office. Periodically, all paper documents have to be returned in their original form to the A&E Office. The documents should return back to the concerned Department's Officer with a check being done again for the integrity of the documents being returned.

b. Each page shall be arranged in the form it was received while giving the documents back to the A&E Office.

c. Service provider has to follow the Maker and Checker process to avoid mistake in scanning work. The mistakes identified by the Checker need to be rectified and final error-free output should be provided to the A&E Office.

d. Key Points for GPF documents scanning :

- i. There should be provision for making a record available to user without login in the system.
- ii. Department should be able to customize the interface of proposed solution as per its requirement. Service provider needs to submit multiple designs of interface.
- iii. Software should have facility of web browsing for creating user friendly interface.
- iv. Proposed system should have adaptive viewer and it should be compatible with old system on flash and new systems on HTML5 platform. Specifications provided above must be adhered to.
- v. The Service Provider will create Oracle database in 11g platform of all GPF scanned data with quality and accuracy and pass service provider's quality assurance phase. The GPF Oracle data should be in monthly and yearly abstract form. The Oracle data has to be integrated with existing GPF and MIS application software.
- vi. The successful Service provider shall develop **DBMS (Data Base Management System)** specific to the needs of the scanning & digitization of records of the Office.

Expected features of DBMS:

- a. Easy to use and Dash board interface.
- b. Designed to provide an overall view of the data, users and other information.
- c. Quick search design- ensure that users get access to their documents in the fastest possible way.
- d. Web client- the application can be accessed from any browser.
- e. Help option- Help file is provided with a task based approach.
- f. Import indexing data- provision for importing indexed data via CSV txt files.
- g. Tags- attach to simple text document with key words for searching.
- h. Document Notes- add notes to each document to identify information without reading the entire document.
- i. Quick search-find any record by simply entering the data in the search box.
- j. Advanced search- expand the search bar to see more options and customize the search with save facility.
- k. Sorting- sort search results
- l. Built in Word and Excel viewer- The build in MS-Word and MS excel viewer to view .doc and .xls files
- m. Print- Print one or more documents with a single click.

Security: The following security features should be available in the DBMS.

- a. Roles-Map security roles to existing designations/job profiles to decide the level of access each user has to the document repository.
- b. Share, Restrict or Assign control access by simply sharing and restricting a document from another user.
- c. Control printing and saving facility to be provided, saving to local machine, emailing by simply denying the Distribute permission for a document.
- d. Event logging/Auditing Log details about user actions like addition and modification with the Even Logging feature.

The DMS is required to be developed using open source technologies only. The Service provider shall

handover the complete software solution to the scanning & digitization of records of the Office with the source code and the Intellectual Property Rights (IPR) including copyrights of the entire software solution.

DMS should have well established online support system in terms of Forums/ Blogs. Service provider should provide link for such forum/blog in compliance. The offered DMS should have open data portability and should have facility to Archive to integrate DMS with any other application in future.

Complete Software Requirement Specifications (SRS) for the entire project is required to be made available by the successful Service provider. Technology used for implementation is required to be clearly elaborated and should preferably be open source.

Ease of Access:

(a) The effort required to gain access to a document shall be minimal and it shall be compatible with various browsing options.

(b) It should be easy to use and should have Dash board interface. Users can search for any item via a single field interface i.e. by inserting value in Google like single field through a drop-down menu. Help option should be provided with a task based approach where users can learn how to perform specific tasks.

(c) Advanced search facility should be provided to see more options and customize the search with save searches facility later reuse.

Document Maintenance, Management and Accessibility:

a.The scanned documents are to be stored in a structured manner for easy access and retrieval.

b.The selected Service provider will use open source development tools for developing all types of application software & utilities and these application software & tools shall be compatible with existing platforms.

c.File searching should be possible by file name, key words, author of the file and hierarchical position of the author, date created and date modified.

Methodology

a.The Service provider shall be required to independently arrive at the methodology, based on globally acceptable standards and best practices, suitable for the Office by providing state-of-art technology by using scanner/overhead non-contact scanners.

b.The system should necessarily integrate the following features for smooth functioning:-

i.The system should allow collection of information along with hierarchy. The system should allow reviewing, commenting and approving by various personnel in the hierarchy. The system should support movement of information across and within the department.

ii.The Service provider should also have to give the blue print/methodology with the capacity details, technology along-with Hardware/Software along-with details of manpower to be used for execution of scanning & digitization of records of the Office. The Service provider should have to submit the

Technical Solution to the Office on the scanning & digitization of records of the Office.

1.7.6. Storage and Backup

- a. A folder structure has to be followed while storing the digitized data in the storage media.
- b. Nomenclature of the digitized file should be decided in consultation with the A&E office.
- c. Copies of the scanned data (and metadata) shall be provided by the Service Provider. The Service provider will create a Master copy for the A&E Office and will provide the replica of Master copy as per the requirement of the A&E Office.
- d. The Service provider shall use standard methodology for Scanning & digitization and archiving so that in future, any Service provider can access the archival database.
- e. A necessary daily backup of scanned data may be ensured in any external storage media.
- f. The external storage media should be handed over weekly to the A&E office representative for safe custody.
- g. The data in the final output should be well-readable and in Clean PDF.
- h. The source code and the documentation of all software, both in hard as well as soft format in Clean PDF should be handed over to the A&E Office in hard disk, copied in system, server and NAS as part of the deliverables.
- i. The scanned data should ultimately be moved to the servers of (A&E) office at the end of the project.
- j. Before claiming bill for the quantity scanned/scanned and accepted, a copy of the digitized data has to be handed over to the A&E office.

1.8 Quality Assurance

- a. After scanning the images, they are to be checked by the Service provider for ensuring their quality and completeness. Thereafter, they are subject to quality check by the A&E Office in a systematic manner to ensure completeness of scanning of a particular file. During the process, if it is observed that pages are omitted to be scanned or it is not ordinarily readable or it is not properly scanned or incompletely scanned, the Service provider has to set right the defects/omissions immediately. On complete acceptance of the scanned files only, the Service provider can reckon the quantum of scanned images for monthly billing.
- b. Every image must be readable. The best image quality should achieve by using state of the art Scanners, Processors & quality equipment with automatic exposure control features. The minimum scanning resolution should be 300 DPI, in general. However, the service provider should increase this if required, to ensure proper readability of output image.
- c. Field Office officials or any other officials authorized by the office will verify the number of pages, readability, search facility and other decided parameters and on acceptance the authorized officials shall verify the same.
- d. PDF/Archives which are rejected during the verification process due to poor quality or otherwise, will be scanned again to prepare PDF/Archives file, which will again pass through verification

process till it is accepted.

e. During this process, Office of Principal Accountant General (A&E) officials or any other officials authorized by the office shall note down the number of pages verified & passed on the Requisition, which will form the basis for making the payments. Such verified and accepted number of pages will be signed by official concerned and Company (its officials).

f. Officials of the Office /any other officials authorized by Office will verify digital signatures applied by Service provider before applying its own digital signatures/or verifying the scanned documents.

SECTION 2 INSTRUCTIONS TO BIDDERS

1. The bidders may note that the working hour pattern of A&E office is between 9.30 am to 6.00 pm on all working days applicable to Central Government offices in Chhattisgarh, Raipur. The A&E office at its discretion may consider the request of the service provider to work on holidays/extended hours.
2. The bids should be submitted strictly in the format provided in this RFP document and should be signed by the authorized signatory with the official seal.
3. The RFP signed by the authorized signatory/signatories should be submitted alongwith the bid as a token of acceptance of RFP terms & conditions.
4. If the bid contains overwriting/ corrections/ alterations, the same has to be duly signed by the authorised representative.
5. The Bid should contain the following documents and sent to the addressee mentioned in para 3.9 of the RFP before 3 pm on 20.01.2023
 - a. Demand Draft for Rs.2000/- as cost of RFP
 - b. Demand draft for Rs.100000/- as EMD
 - c. Signed copy of the RFP
 - d. Technical Bid Form (Annexure A part I & II)
 - e. Financial Bid (Annexure B)
 - f. Documents in support of information stated in the Technical bid
6. The representative of the bidder who is authorised to attend the pre-bid clarifications and financial bid opening should submit a letter of authorisation as per Annexure C.
7. The contract entered into between the A&E Office and the Service provider is not transferable. In the event of the Service provider contravening this condition, the A&E Office shall be entitled to terminate the contract at the risk and cost of the service provider.
8. The process and evaluation of the Bids will be done as per the RFP document and the decision taken by the A&E Office shall be final and binding on all parties concerned.
9. The Service provider is responsible for all the statutory, legal and other obligations which may arise due to unforeseen events caused to their manpower deployed at the site.
10. The Service provider is responsible for any damages, losses to the resources of the A&E Office which may occur due to the negligence on the part of the service provider.
11. The Service provider is required to use their own MIS tool to generate periodical reports for tracking the digitization status. These reports would contain basically summary of records periodically scanned and stored.
12. If the bidder fails to enter into a contract within 15 days from the date of notice of the award of tender or within such extended period, as may be specified by the A&E Office, the EMD deposited would be forfeited by the A&E Office and the Bidder shall be prohibited from participating in any of the bids for a period of two years.
13. Bidders are advised to study the tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the bid document with full understanding of its

implications. The response to this tender MUST be full and complete in all respects. The bidder(s) shall bear all costs associated with the preparation and submission of the bid and offering clarification to the A&E office. The A&E office shall in no case be responsible or liable for those costs regardless of the conduct or outcome of the bidding process.

14. Neither the A&E office nor its employees and associates will have any liability to any prospective Respondent interested to apply or any other person under the law of contract to the principles of resolution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the contract, the information and any other information supplied by or on behalf of The Principal Accountant General (A&E), Chhattisgarh, Raipur or their employees and Prime applicant (PA)/ Consortiums or otherwise arising in anyway from the selection process for the Contract.

SECTION 3 BID INFORMATION

3.1 Language of proposal

The Proposal, correspondence and documents related to the Proposal exchanged by the bidder and the A&E Office should be in English.

3.2 Bid validity period

The bids submitted by bidders shall be valid for a period of “180 days” from the date of closure of the bid. On expiry of the validity period, if required, the A&E Office would solicit the bidder’s consent for an extension of validity period. The request and the consent thereto shall be in writing.

3.3. Pre-bid clarifications

The bidders are requested to inspect the premises of the A&E Office to have a complete idea of the infrastructure available, the records to be scanned, the size and other attributes of the pages to be scanned.

Bidders requiring clarification on specific points may communicate to the addressee mentioned in para 3.9 of this RFP, on or before 06.01.2023 in the format prescribed vide 5.5 Annexure-E . The envelope containing the clarification sought for should be superscribed as “CLARIFICATION – RFP-DIGITISATION 2022”. Alternately, the clarifications if any may be forwarded to the email id mentioned in this RFP. The A&E Office will make all efforts to provide timely response to the clarifications sought for.

3.4 Clarifications on bids

Similarly, A&E office may also seek clarifications from the bidders, if found necessary after opening of bids. The request for clarification and the response shall be in writing and no change in price or substance of the Bid shall be sought, offered or permitted.

3.5 Amendments to RFP

At any time prior to the deadline for submission of bid, the A&E Office may amend the RFP document by issuing suitable Corrigendum. Any corrigendum issued in this regard shall be uploaded in the website of the A&E Office. The A&E Office can extend (if necessary), the deadline for submission of bids, to give reasonable time to the bidders, so that they can take corrigendum into account while preparing their bids.

3.6 Bidder’s eligibility criteria

Following are the essential qualifying criterion for the bidder:

a. The Bidder should be a Company registered in India/Firm/Proprietor. Incorporation/Registration certificate along with Memorandum/Articles of Association/Bylaws (or similar document) should be furnished as documentary proof, wherever applicable.

b. The Bidder should have experience of having done similar kind of scanning work in last five years preferably in the Central/State Government/ Government Agency. Copy of satisfactory performance of contracts/work orders issued by Clients shall be furnished as documentary proof. One order must be of minimum 50 lakhs document.

c. The bidder should have average annual turnover exceeding Rs. 5 crore in last 3 years (Financial year 2019-20, 2020-21 and 2021-22). The bidder should have ISO-9001:2015, ISO-27001:2013 and CMMI level – 3 certification and MSME certificates. As documentary proof, Audited Balance Sheet & Profit & Loss A/c is to be submitted. In case the financial statements of the financial year 2021-22 are under preparation, the provisional turnover figures as certified by a Chartered Accountant is to be submitted.

d. Service tax registration of the firm is compulsory.

3.7 Earnest money Deposit (EMD)

The Bidder shall furnish, as part of its bid, a refundable EMD as per Key Information through Demand Draft. The demand draft should be drawn on a nationalized /scheduled bank in favour of the “The Pay & Accounts Officer, Office of the Principal Accountant General (A&E), Chhattisgarh, Raipur”492005 payable at Raipur.

The bids without Earnest Money Deposit or with incomplete information would be summarily rejected. However, Bidders who are eligible to be exempted from depositing EMD according to Rule-170(i) of GFRs, 2017 should submit scanned documentary proof of exemption thereof along with technical bid online through CPP portal. Besides, they have to send an attested hardcopy of the same valid exemption certificate(s) by Speed Post or Registered Post along with technical bid to Sr. Deputy Accountant General (Admin., Accounts & VLC), O/o The Principal Accountant General (A&E), Chhattisgarh, Raipur-492005 on or before date i.e. closure time for uploading of the bids.

No interest will be payable by the A&E Office on the amount of the EMD. Unsuccessful bidder’s EMD will be released at the earliest. However, the successful bidder’s EMD will be released after signing the Contract and deposit of Performance Bank Guarantee (PBG).

3.8 Forfeiture of EMD

The EMD may be forfeited in the following cases:

1. If a bidder withdraws bid or increases the quoted prices during the period of bid validity or its extended period, if any; or
2. If the successful bidder fails within the specified time limit to:
 - a) Accept Letter of Intent (LOI)
 - b) Sign the Agreement or,
 - c) Furnish the required Performance Bank Guarantee (PBG).

3.9 Submission of Bids

The documents in support of the Technical Bid and Financial Bid shall be placed in separate sealed envelopes as follows:

1. Signed copy of RFP
 2. Envelope 1: Original hard copy along with soft copy (in CD) of Technical Bid Part I (General Information including eligibility conditions) & Part II (Technical Details), with separate DDs for cost of the Bid Document and EMD in separate envelope superscribed as “Technical Bid”.
 3. Envelope 2: Original Hard copy of Financial Bid superscribed as “Financial Bid”
- The sealed cover containing the above envelopes with the superscription “ Pr.AG (A&E) Chhattisgarh Digitization 2022” should be addressed to:

Shri. M.S.Dahariya, IA&AS
Sr. Deputy Accountant General (Admn., Pension & Funds)
O/o. THE PRINCIPAL ACCOUNTANT GENERAL (A&E), CHHATTISGARH,
ZERO POINT, NEAR VIDHANSABHA
RAIPUR-492005
Phone 0771-2285955
Email: agaechhattisgarh@cag.gov.in

3.10 Technical Bid

The bidders should submit the technical bid as detailed below:

1. Sealed and Signed copy of RFP
2. Technical Bid as per Annexure A part I (General Information) and part II (Technical details)

Note: The Technical bid shall not include any financial bid information.

3.11 Financial Bid

After opening and evaluation of the Technical Bid, the A&E Office will open the Financial Bid of the eligible Bidders in the presence of Bidders who are present in the bid opening.

The Financial Bid should be submitted strictly in the format given by the A&E Office as Annexure B of this document and should not have any deviations, restrictive statements, etc. therein. Otherwise, such bids are liable to be rejected at the sole discretion of the A&E Office.

3.12 Selection of successful bidder

1. Detailed technical evaluation will be taken up in respect of only those bidders who meet the prescribed eligibility criteria. A committee constituted for this purpose will evaluate the bids received. The evaluation of the technical bids will be based on the responsiveness to this RFP using the evaluation criteria specified in Annexure F. Technical bid will be opened first and after the acceptance of technical bids by this office, the financial bids of the qualified bidder will be opened.
2. The Bids should satisfy the eligibility as well as technical requirements as per Annexure A.
3. Financial bids will be opened for those bidders who satisfy the requirements vide Annexure A.
4. Before the expiry of the period of validity of proposal the A&E Office will notify the selected bidder and issue the LOI.
5. The selected Bidder shall acknowledge in writing receipt of the notification of award and will send his acceptance to enter into agreement within seven (7) days.
6. The bidder shall be issued the work order immediately on signing the agreement. However for the purpose of this tender the date of signing of agreement shall be the date of commencement of the period of the agreement and the bidder should not wait for formal work order to commence his work.
7. If the selected bidder does not accept LOI or after accepting LOI does not enter into the agreement, within specified period the A&E Office reserves the right to cancel the LOI issued to him and forfeit the EMD. The A&E Office may also blacklist the bidder.

3.13 Confidentiality

The information contained in the RFP is proprietary to the A&E Office. The A&E Office requires the bidders of this RFP to maintain its full confidentiality and refrain from reproducing it in whole or in part without the written permission of the A&E Office.

The bid documents submitted by the bidders is the property of the A&E Office and is not returnable to the bidders. The information provided by the bidder/s will be used for the sole purpose of evaluation of bids only.

3.14. A&E offices' rights

1. The A&E Office may extend the time line for the events mentioned against serial no.5 to 9 of Key information of the RFP, if necessary.
2. The A&E Office may extend the time line for completion of the contract as per its discretion.
3. The A&E office reserves right to withhold or withdraw the process at any stage with intimation to all who have submitted their bids in response to this RFP.
4. The A&E Office may ignore minor errors, omissions in bid.
5. The A&E Office may also independently ascertain information from the client(s) of the bidders about the performance of contract executed by the bidder.
6. The A&E Office may terminate the contract if the digitization is not proceeding in accordance with the terms of contract

3.15. Disqualification

The bid submitted by a bidder is liable to be disqualified if:

1. it is not submitted in accordance with this document.
2. the bidder modifies the quoted prices, during validity of the bid or its extended period, if any
3. bid received without the cost of bid document
4. bid received in incomplete form
5. bid not accompanied by EMD amount.
6. bid received after due date and time.
7. bid not accompanied by all requisite documents.
8. conditional Bid has been submitted.
9. the Bidder has made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility / technical requirements.
10. the Bidder is found to have a record of poor performance such as abandoning work, not properly completing the contract, inordinate delay in completion etc.
11. any criminal case/financial failures/litigation against bidders/their partners/Directors/Agents is pending before any Court.
12. the Bidder fails to provide clarifications related to bids, when sought.
13. the Bidder has been found to canvas, influence or attempt to influence in any manner for the qualification or selection process, by offering bribes or other illegal gratification.

14. it comes to the knowledge of the A&E Office, expressly or implied, in any stage of the bid process, that a bidder has intended to form a cartel resulting in delay / holding up the processing of bid, then the bidders so involved are liable to be disqualified for this contract as well as in any of the tenders floated by the A&E Office for a period of two years from the date of disqualification.

15. the bidder has been black listed by any State Government, Central Government or any other Public Sector undertaking or a Corporation/any other business organisations.

SECTION 4 GENERAL CONDITIONS

4.1. Confidentiality of information

The successful bidder has to ensure the integrity of data. They will ensure that the engaged resources do not carry away any copy/backup of any data in any form. At the end of the contract, an undertaking would be required to be submitted by the selected bidder to that effect.

4.2 Performance Bank Guarantee

The Bidder shall at his own expense, furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Scheduled/ nationalized Bank for 3% of the contract value as per the format prescribed in Annexure D to the A&E office, within Fifteen (15) days from the date of notice of award of the contract. In the event of the Service provider being unable to service the contract for whatever reason, the A&E Office would invoke the PBG. All charges whatsoever such as premium, commission, etc. with respect to the PBG shall be borne by the bidder. The PBG shall be valid for the entire duration of the contract period plus sixty days beyond the contract period. In the event of the contract period being extended, PBG has to be suitably extended.

4.3 Payment terms

1. The bill has to be preferred by the Service provider quarterly for the scanning work done during the previous months. The invoice will be raised on quarterly basis at the rate 80% of agreed rate for the work done (no. of pages scanned) during the quarter on submission of the bill duly certified by the concerned officials of A&E office. The service provider will be responsible for liabilities of all kind including local and other taxes. The payment will be made after other deductions and penalties and damages, if any levied and recoverable under the contract for the work done as per agreed terms.

2. Payment relating to Software for Document Management and Integration of scanned PDF with the existing Oracle 11g Module is to be presented along with the last bill.

3. The Service provider shall reconcile the number of pages scanned at the end of each month with the A&E Office and submit the same for the approval of the A&E Office.

4. The bill should be raised for the work completed, based on the number of digitized images disposed by the Service provider and approved by the A& E Office.

5. A copy of the digitised data has also to be handed over to the A&E office vide sub-para 1.7.6.(h).

6. Payment shall be made by the Government of Chhattisgarh after deduction of taxes and penalties, if any.

7. The Service provider is entitled to get the running payment for scanning work done in full, provided the number of pages scanned and accepted by the A&E Office is at least 80percent of the quantity of the monthly target committed by the Service Provider.

4.4 Penalties

The service provider has to complete the quantum of scanning monthly as committed vide Item No.5 of Part II of Technical bid.

However, the Service provider is entitled to get the payment for scanning work done in full, provided the number of pages scanned and accepted by the A&E Office is at least 80 percent of the quantity mentioned above. In the event of the actual scanning work done falling short of 80%, penalty at the rate of 10% for the deficient quantity will be levied.

Further, if the actual quantum of scanning done is below 50% for three consecutive months, the A&E office may exercise its discretion to terminate the contract and get the work done through other sources. The additional cost involved if any in getting the work done will be recovered from the service provider, failing which the Performance Bank Guarantee will be invoked.

4.5 Completion of contract

The contract is duly performed when the Service provider has completed the quantum of work as described vide para 1.4 of the RFP to the satisfaction of the A&E Office. The Service provider is not entitled to any special rate when the variation in quantity is within the range specified in para 1.4 of the RFP.

4.6 Execution of additional quantity

During the currency of the contract period, in addition to the quantum of scanning work mentioned in para 1.4 of the RFP, had the service provider expressed willingness to execute additional quantum of work vide Part-I of Technical bid, the A&E Office may assign additional quantity of scanning pages at the same terms and conditions of the contract in continuation of the contract. Mere indication of willingness in the bid to accept additional quantity of work will not confer on the Service provider an absolute right to claim additional quantity of work to be awarded to them. The time required for the above additional work may be appropriately estimated and allowed by the A&E Office.

4.7 Termination of contract

4.7.1 Termination by default

The A&E Office may, without prejudice to any other course of action, for breach of contract, by written notice of seven days to the Service Provider, terminate the contract in whole or in part, if:

- a. the Service provider fails to perform any or all of the obligations within the time period(s) specified in the contract or any extension thereof granted, by the A&E Office.
- b. the quality of the delivery of various tasks during the contract period is not up to the satisfaction of the A&E Office.
- c. the Service provider fails to perform any other obligation under the contract.
- d. data integrity has been compromised.

The Service provider shall stop the performance of the contract from the date of termination of contract. No financial compensation /consequential damages shall be payable to the service provider in the event of termination of the contract. The penalty payable by the Service provider, if any, will be recovered from the amount payable to the Service provider. If the penalty could not be fully recovered from the amount pending from the Bills, the amount will be recovered by invoking the Performance Bank Guarantee.

4.7.2 Termination for insolvency

The A&E Office may at any time terminate the Contract by giving written notice to the Service Provider, if the service provider becomes bankrupt or otherwise insolvent. In this event, termination

will be without compensation to the service provider, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to A&E Office.

4.7.3 Termination for convenience

The A&E Office, by written notice sent to the Service provider may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for A&E office convenience, the extent to which performance of the Service provider under the Contract is terminated, and the date upon which such termination becomes effective.

4.8 Risk and cost clause

In the event of the A&E Office terminating the contract in whole or in part, pursuant to para 4.7, the A&E Office may procure at Service Provider's risk and cost upon such terms and in such a manner as it deems appropriate, items or services similar to those remaining undelivered. The Service provider shall be liable to pay for any additional costs incurred by the A&E Office. However, the Service provider shall continue with the performance of the contract to the extent not terminated.

4.9 Force Majeure

Force Majeure means an event beyond the control of the Successful Bidder and not involving the Successful Bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of A&E Office either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

Notwithstanding the provisions of conditions of contract the Service provider shall not be liable for forfeiture of its performance bank guarantee or termination by default, if and to the extent that, its' delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

If a Force Majeure situation arises the Service provider shall promptly notify A&E Office in writing of such conditions and the cause thereof. Unless otherwise directed by A&E Office in writing, the Successful Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

4.10 Binding: This office does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders received without assigning any reason whatsoever. Tenders in which any of the particulars and prescribed information are inadequate or incomplete in any respect or the prescribed conditions are not fulfilled are liable to be rejected. Canvassing in any form by the tenderers will result in summary rejection of their tenders.

4.11 Disputes and Arbitration

In the event of any dispute or differences between the parties whether during the execution of orders or thereafter whether by breach or in any manner in regard to:

- the construction of the terms and conditions
 - the respective rights and liabilities of the parties hereto there under
 - any matter or thing arising out or in relation to or in connection with these terms and conditions:
- then either party shall give written notice to the other of the same, and such dispute or differences shall be referred for the arbitration of any persons appointed with mutual consent of the A&E Office and the Service provider. The provisions of the Arbitration and Conciliation Act, 1996 and rules there under shall apply to the arbitration. There shall be no objection to any such appointment that the

person appointed is a Govt. servant. The decision of such Arbitrator shall be conclusive and binding on the parties hereto.

4.12 Jurisdiction of courts in case of dispute

These terms and conditions/contract are governed by laws of India for the time being in force. In case of any dispute, the decision of the Principal Accountant General (A&E), Chhattisgarh, Raipur would be final and binding upon both the parties. The cause of disputes must be presented in the writing before him within 15 days of occurrence of such dispute for the purpose of adjudication. If occasion arises, courts of Raipur, Chhattisgarh shall alone have jurisdiction to decide any dispute arising out of or in respect of these terms and conditions/contract.

I/we have carefully gone through the Terms & Conditions contained in the RFP Document.

The information provided in the tender document is true and no false representation has been made.

Date:

Place:

Authorised Signatory
(Name & designation)
Seal

SECTION 5 – ANNEXURES

5.1

Annexure-A Technical bid

Part I (General Information)

Sl No.	Description	Information to be furnished by the bidder
1	Name of the Bidder	
2	Year of establishment/ incorporation	
3	a. Whether proprietorship/ partnership/ limited company etc. b. Name(s) of the Proprietor/Partner/Managing Director etc. c. Registration No. d. Date and place of registration	
4	Postal address Contact number(s) Fax e-mail	
5	a. Details of Branches, if any, with complete address, contact person & contact number(s). b. Any branch in Raipur, Chhattisgarh	
6	a . Number of similar nature of works undertaken in the past five years b . Names of Institutions c. Brief description of work d. Work order details (enclose copies) e. Proof of satisfactory completion of work f. Contact person with telephone number and e-mail.	
7	Turnover for the last three financial years: (a) 2019-2020 (b) 2020-2021 (c) 2021-2022	
8	Whether the Bidder has executed similar work in a Government Undertaking/ Government Organization/Public Sector Undertaking and if yes, give details.	
9	Duly stamped notarized Affidavit for not being registered with BIFR and not being Black listed by any Central/State Govt. or its undertaking.	
10	A self declaration from the bidder to the effect that no criminal case is pending against the Bidders / their Partners/Directors/Agents before any Court has to be furnished.	

11	The Bidder is required to furnish the following details with proof: (a) PAN number (b) Central/State Sales Tax/ Service Tax Registration Number	
12	Bankers' Name and address (Bankers' solvency certificate is required to be attached)	
13	Copy of Income Tax returns filed for the last three years	
14	Copy of Power of Attorney/ Board Resolution authorizing the person for signing the bid documents	
15	A self declaration from the bidder that they are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this contract has to be furnished.	
16	Whether the bidder is willing to carry out additional quantity of work on completion of scanning of contracted quantity as per clause 1.4 of this RFP at the same terms and conditions?	YES/NO
17	Any other information which the Bidder considers appropriate is required to be furnished for the purpose of this Bid.	

Date:
Place:

Authorised Signatory
(Name & designation)
Seal

Part II
(Technical details)

SI No.	Description	Information to be furnished by the bidder
1	Details and quantity of Server(s) (with configuration and OS) the Bidder intends to install.	
2	Details and quantity of the Computers, Hardware, Equipment, the Bidder intends to install.	
3	Details of the Scanners Quantity in numbers make, model, scanning/digitization speed (in terms of pages per minute), duty cycle and any other features the Bidder intends to install	
4	Number of persons proposed to be engaged Own sources hired/outsourced a. technical b. non-technical	
5	Proposed output per day in terms of number of pages to be scanned/digitized Monthly target of scanning/digitizing(number of pages)	
6	Details of the software(s) the Bidder proposes to use for scanning/digitizing, indexing, storage and retrieval and integrating with the Oracle 11g Platform.	
7	Detailed methodology with stage wise information about the processes, procedures and methods proposed to be employed by the Bidder for providing a complete solution of the entire project with work flow chart.	
8	Major risks perceived by the bidder in execution of contract and solutions for its management	
9	DMS Specifications with Architectural details	
	<p>1. Whether DMS will be developed under Oracle 11g platform</p> <p>2. Whether it can support search facility based on Metadata ,</p> <p><u>Field Name Data type & Size</u></p> <p>3. Whether it supports Nested searches based on any/all the above fields?</p> <p>4. Whether it supports viewing, appending and deleting pages of the scanned document?</p>	

	5. Whether Complete audit trail/log of each transaction involving appending, deletion of pages/files is available.	
--	--	--

Note: Hardware specifications for each piece of Hardware proposed to be used for scanning/digitizing/storage/integrated retrieval of Case files be provided on separate sheets. Specifications relevant for the purposes of scanning/digitizing/storage/integrated retrieval of Case files only are required to be provided.

Date:
Place:

Authorised Signatory
(Name and Designation)
Seal

5.2

ANNEXURE B
Format for Financial Bid

To

THE PRINCIPAL ACCOUNTANT GENERAL (A&E), CHHATTISGARH,
ZERO POINT, NEAR VIDHANSABHA
RAIPUR-492005

Subject:- Financial Bid for Digitization.

Sir/Madam,

With reference to tender document for Digitization, we submit our commercial bid as under –

Description	Rate in Rs. *
Scanning cost per page	
Software for Document Management	
Cost for Integration of scanned PDF with the existing Oracle 11g Module including creation of GPF oracle 11g database in abstract form	

* The rate is inclusive of statutory taxes, duties and levies.

Rate of taxes, duties and levies included thereon has to be mentioned as a footnote here.

DECLARATION

I / We agree

- a) to keep this offer valid for 180 (One hundred and eighty) days from the date of closure of the bid. We shall also be agreeable to extend the validity of the bid, if so desired by the A&E Office.
- b) to keep validity of the Price mentioned in the bid till the completion of the contract.

Date:

Place:

Authorised Signatory
(Name and Designation)
Seal

[Bid must be in a separate sealed inner envelope marked **Financial Bid**]

LETTER OF AUTHORISATION FOR ATTENDING PRE-BID CLARIFICATION/BID OPENING

Subject: Authorization for attending pre-bid/bid opening on _____ (date) in the tender of _____.

Following is/are hereby authorized to attend the pre-bid clarifications/ bid opening for the tender mentioned above on behalf of _____
(Bidder)

Representative's Name	Specimen Signatures
-----------------------	---------------------

1.

2.

Date:

Place:

Authorised Signatory
(Name and Designation)
Seal

Note:

1. One of the representatives mentioned above is allowed to attend the pre-bid clarifications/bid opening meeting.
2. Permission for entry to the hall where bids are opened, may be refused in case authorization as prescribed above is not received.

5.4

ANNEXURE D
PERFORMANCE BANK GUARANTEE

Proforma for Bank Guarantee for Contract – Performance bank guarantee

Reference No. _____ Date _____

Bank Guarantee No. _____

To

THE PRINCIPAL ACCOUNTANT GENERAL(A&E), CHHATTISGARH,
ZERO POINT, NEAR VIDHANSABHA
RAIPUR-492005

PAG(A&E) RFP: Selection of agency for Digitization of Records

Against contract for Digitization of GPF, Pension, Admn. records as described in para 1.2 of RFP document awarded vide No. _____ dated(hereinafter called the said ‘contract’) entered into between The O/o. the Principal Accountant General (A&E), Chhattisgarh, Raipur (herein called the A&E office) and M/s

_____ (herein called the Service Provider) this is to certify that at the request of the Service Provider, we _____(Name of the Bank), are holding in trust in favour of the A&E office, the amount of Rs.....(Rupees only) to indemnify and keep indemnified the A&E office against any loss or damage that may be caused to or suffered by the A&E office by reason of any breach by the Service Provider of any of the terms and conditions of the said contract and/or in the performance thereof. We agree that the decision of the A&E office, whether any breach of any of the terms and conditions of the said contract and/ or in the performance thereof has been committed by the Service Provider and the amount of loss or damage that has been caused or suffered by the A&E office shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the A&E office.

We _____ (Name of the Bank) further agree that the guarantee herein contained shall remain in full force and effect during contract the period of eighteen months plus sixty days that would be taken for satisfactory performance and fulfillment in all respects of the said contract by the Service Provider i.e. till _____ hereinafter called the said date and that if any claim accrues or arises against us _____ (Name of the Bank) by virtue of this guarantee before the said date, the same shall be enforceable against us _____ (Name of the Bank), notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us _____ (Name of the Bank), by the A&E office before the said date.

Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the A&E office.

It is fully understood that this guarantee is effective from the date of the said contract and that we _____ (Name of the Bank), undertake not to revoke this guarantee during its currency without the consent in writing of the A&E office.

We undertake to pay to the A&E office any money so demanded notwithstanding any dispute or disputes raised by the Service Provider in any suit or proceeding pending before any court or tribunal relating thereto our liability under this present bond being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Service Provider shall have no claim against us for making such payment.

We _____ (Name of the Bank), further agree that the A&E office shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Service Provider from time to time or to postpone for any time any of the power exercisable by the A&E office against the said Service Provider and to forebear or enforce any of the terms and conditions relating to the said contract and we, _____ (Name of the Bank), shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Service Provider or for any forbearance by the A&E office to the said Service Provider or for any forbearance and/ or omission on the part of the A&E office or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from liability under this guarantee.

This guarantee will remain valid even if there is any change in the constitution of the Bank or the Service Provider.

Date _____

Place _____

Witness _____

Signature

Printed Name

(Bank's common seal)

5.5 **ANNEXURE E**
REQUEST FOR PRE-BID CLARIFICATIONS

Bidder's Request for Clarification

Name of Organization

Name & position of person

Full formal address including phone, mobile and email

S.No	Page No.	Para No.	Content of the Para	Query/Clarification sought

NARRATIVE EVALUATION CRITERIA FOR TECHNICAL BID

Technical Bids of eligible bidders shall be evaluated on the basis of following pre-identified criteria:

1. Experience of the bidder

Criteria: The extent and depth of experience of the bidder in similar nature of works. Factors to consider: Each reference project included in the technical bid will be judged against the criteria established. Higher score will be given to a bidder, who has more experience. Additional score will be given for work completed/in progress in Government Undertaking/Government Organization/Public Sector Undertaking

2. Proposed output per day in terms of number of pages scanned/digitized

Criteria: The quantum of proposed output in terms of number of pages scanned/digitized per day

Factors to consider: Higher scores will be given to a bidder based on the maximum quantity proposed by the bidder as per the details furnished in the technical bid.

3. Staff strength and Team

Criteria: The bidder who proposes to deploy sufficiently experienced technical and non-technical persons from his own organisation without dependence on other sources.

Factor to consider: Higher scores will be given to a bidder deploying better Team with more experience in the related assignment/project.

4. Financial Soundness

Criteria: The bidder's turnover for the last three financial years as per the details furnished in the technical bid.

END OF RFP