

**COMMISSIONERATE OF HEALTH, MEDICAL SERVICES &  
MEDICAL EDUCATION  
(GOVERNMENT OF GUJARAT)**

**TENDER  
FOR  
SCANNING OF OLD RECORDS**

**Tender No: SW27122012021**

**Bid Processing Fees: Rs.5,000  
Earnest Money Deposit: Rs.2,00,000**

**(December, 2012)**



**Gujarat Informatics Ltd  
Block no. 1, 8<sup>th</sup> floor, Udyog Bhavan,  
Sector-11, Gandhinagar-382017, Gujarat  
Ph No. 23259237, 23259240  
Fax: 23238925.  
[www.gujaratinformatics.com](http://www.gujaratinformatics.com)**

**Date of Pre-Bid Meeting: 7<sup>th</sup> January, 2013 at 1500 hrs.  
Last date of Submission of Bid: 21<sup>st</sup> January, 2013 up to 1500 hrs.  
Opening of Technical Bid: 22<sup>nd</sup> January, 2013 at 1530 hrs.**

# INDEX

Sr. No.	Description	Page No.
Section I	Invitation for Bids & tender Schedule	3
Section II	Instructions to Bidders	5
	A. Scope of Work	5
	B. Qualification Criteria	8
	C. Preparation of Bids	9
	D. Contents of Envelopes	14
	E. Submission of Bids	14
	F. Evaluation of Bids	15
	G. Award of Work	18
Section III	General Conditions of Contract	22
Section IV	Special Conditions of Contract	32
Section V	Technical Bid Format	33
Section VI	Commercial Bid Format	36
	<b>Annexure</b>	
1	Work Specifications	37
2	Bidders Authorization Certificate	40
3	Work Experience Certificate for Documents handled.	41
4	Self Declaration	42
6.	Technical & Presentation Evaluation Criteria	44

**COMPETITIVE BIDDING FOR  
SCANNING OF OLD RECORDS  
SECTION I: INVITATION FOR BIDS**

On behalf of Commissionerate of Health, MS & ME, Government of Gujarat, Gujarat Informatics Ltd invites sealed tender offers (Technical and Financial) for **"Scanning of Old Records"**.

Please note that this bid document is not for actual award of contract/ work order but to call the rates as per the financial bid for SCANNING OF OLD RECORDS.

Actual award of contract will follow the conditions as per this document. This document is given for enabling the bidders to know the tender conditions so as to guide them in filling up the technical bid and financial bid for SCANNING OF OLD RECORDS.

The bidders may download the tender document from website of **Gujarat Informatics Limited** ([www.gujaratinformatics.com](http://www.gujaratinformatics.com)) as well as from <https://gil.nprocure.com>.

Bid Processing Fee	<b>Rs. 5,000 /-</b>
Last date, time for Submission of pre-bid queries	<b>&lt;&lt;Date &amp; Time&gt;&gt;</b>
Date, Time & Place of Pre-bid meeting	<b>7<sup>th</sup> January, 2013 at 1500 hrs.</b> Gujarat Informatics Ltd, Block no. 1, 8 <sup>th</sup> floor, Udhog Bhavan, Sector-11, Gandhinagar.
Last date, time for Online Submission of bids online	<b>21<sup>st</sup> January, 2013 up to 1500 hrs.</b>
Date, time and place for Opening of Technical Bids	<b>22<sup>nd</sup> January, 2013 at 1530 hrs.</b>
Address for communication	Gujarat Informatics Ltd, Block no. 1, 8 <sup>th</sup> floor, Udyog Bhavan, Sector-11, Gandhinagar.

Earnest Money Deposit	<b>Rs.2,00,000/- (No relaxation to anyone including SSI units)</b>
Last date & Time for submission of EMD & Bid Processing Fees (Physical)	<b>21<sup>st</sup> January, 2013 up to 1500 hrs.</b>
Validity of Tender	<b>180 days.</b>
Contact Person	<b>Dr. Neeta shah,</b> Director (e-Governance) Gujarat Informatics Ltd.
Time Limit to complete the work	<b>Within 9 months from the date of work order issued.</b>

**All bids must be submitted online on <https://gil.nprocure.com> website**

1. Technical bids will be opened in the presence of tender Committee members whoever are present as well as Bidders' or their representatives who choose to attend on the specified date and time. The tender committee has been empowered to take the final decision regarding the tender.
2. In the event of the date specified for receipt and opening of bid being declared as a holiday for Commissionerate of Health, the due date for submission of bids and opening of bids will be the following working day at the appointed time.
3. Gujarat Informatics Ltd/ COMMISSIONERATE OF HEALTH reserve the right to accept or reject any tender offer without assigning any reason.
4. Financial bids of only those bidders who qualify on the basis of evaluation of technical bids & Demonstration will be opened.
5. Use & Release of Bidder Submissions:  
GIL/ COMMISSIONERATE OF HEALTH is not liable for any cost incurred by a Bidder in the preparation and production of any Proposal, the preparation or execution of any benchmark demonstrations, simulation or laboratory service or for any work performed prior to the execution of a formal contract. All materials submitted become the property of the GIL/ COMMISSIONERATE OF HEALTH and may be returned at its sole discretion. The content of each Bidder's Proposal will be held in strict confidence during the evaluation process, and details of any Proposals will not be discussed outside the evaluation process.

## SECTION II: INSTRUCTIONS TO BIDDERS

### INTRODUCTION

#### A. Scope of Work

It will be the responsibility of the agency:-

- 1) The Service provider (SP) shall have to work at office of the Commissionerate of Health, Old Sachivalaya, Gandhinagar.
- 2) The SP has to provide all the software, Hardware required for executing the work. COMMISSIONERATE OF HEALTH will provide the Space & electricity.
- 3) The SP shall be responsible to do the pagination of each file before starting scanning. It shall be part of scanning work, if required. No extra charge for the same will be given to the service provider.
- 4) The selected bidder shall be responsible to use book scanner only with minimum resolution of 300 dpi. They have to submit indexed print out of the files scanned for verifications.
- 5) The Service Provider will be handed over the documents in a batch and he will cross-check this information and will prepare a list containing discrepancies, if any.
- 6) The Service Provider shall responsible to scan all the documents and carry out Quality Checks in order to ensure that the scanning quality is good and the pages are perfectly scanned.
- 7) Scanned images (preferably in .jpg, .gif, .tif format) of these documents will have to be converted into PDF files.
- 8) **Volume of Work:** Approximately 2,00,00,000 pages to be scanned ( 95% will be of A4 size & remaining 5% are mix)
- 9) **Type of Records:**
  - 1 Administrative Reports
  - 2 Governmental Notifications
  - 3 Statistical Reports
  - 4 Physical Papers / Files / Forms
  - 5 Budget Documents
  - 6 Committee and Commission Reports
  - 7 Research Reports

- 8 Orders & Bills
- 9 Agreements, Acts & Laws
- 10 GR
- 11 Drawings
- 12 Certificates
- 13 Regulations

**10) Deliverables :**

- 1 Provide Web based Digitized Content Management System software application.
- 2 Provide Indexing Parameters of the digitized documents in a software application when referring to a definite category
- 3 Provide uploading facility of the files to a centralized server
- 4 Provide creation of secured centralized repository for future access
- 5 Tree structured document repository, with Explorer-like Interface: An expandable/retractable folder and file list on the left, with folder or file details on the right.
- 6 Multiple File Support: The system supports most commonly used image file formats i.e. tiff/jpg file format.
- 7 Effective mechanism enabling efficient search and retrieve document handling
- 8 Records can be searched specifying various criteria's included in the metadata.
- 9 Full-text search capability: Search for folder/file names, or the content of the documents in your repository, for words or phrases. The system can search the text in almost any document, including Adobe Acrobat (.PDF) files.
- 10 Variant and fuzzy search: The system can search for words that are variants of the word(s) supplied. For instance, the system can return results containing the word "parties" when you search for "party"
- 11 Advanced search with OCR: The system provides an array of advanced searching features such as complex Boolean searches ("document AND collaboration", "(file OR document) AND collaboration", etc.), search of only particular file types, search current directory or current directory and

subdirectories, option to return results with all keywords, or at least one of the keywords, and more.

- 12 OCR Search: System provides the facility of Optical Character Recognition from scanned documents
- 13 User-Based Permissions: Read/Write/Delete permissions can be established on each folder, to allow/restrict any user or groups of user.
- 14 Administrator console: A provided administrator console allows authenticated administrator to change/update virtually any state within the system including document status, permission, and discussion forum messages.
- 15 All the physical documents to be rearranged in the original sequence and re-filing them as originals
- 16 Successful Work Completion report on Weekly/Monthly Basis MIS of scanned documents
- 17 users based authorized access rights assigned by the administrator in the software application
- 18 Email configured documents: One-button access to email or fax the document
- 19 User Manual and Training to the departments

## B. Qualification Criteria

Bidders desirous of bidding for the project shall fulfill the following qualification criterions:

- 1) The bidder should be in the business of **Data Entry and/or Scanning** for at least three years as on **31<sup>st</sup> March 2012**. Company Incorporation Certificate must be submitted for the same. They should have experience in Data Entry and/or Scanning related services.
- 2) The bidder should have handled at least **50 lacs** documents in the last two years. Necessary certificates on client letterheads should be submitted as testimonials.
- 3) Total turnover of the firm should be at least **Rs.2 Crores** during the each of **last three financial years (2009-10 & 2010-11 & 2011-12)** in the business of document management and related services. The bidder must attach Statutory Auditor's Certificate Certifying the turnover of **Rs.2 Crores** in each of the last three years from document management and related services. Bidder should have to upload the copies of the audited Balance sheet and profit and loss accounts.
- 4) The bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of Gujarat or any of the PSU in the state of Gujarat. Certificate / affidavit mentioning that the Bidder/ Consortium Partner is not currently blacklisted by Government of Gujarat or any of the PSU in the state of Gujarat is due to engagement in any corrupt & fraudulent practices. **Annexure - 4**

**Note: All Supporting documents must be submitted online on our website <https://gil.nprocure.com> and the documents must be in clear readable form.**



## **C. PREPARATION OF BIDS**

### **1) Cost of Bidding**

The Bidder shall bear all the costs associated with the preparation and submission of its bid, and "the tendering Authority" in no case, will be responsible or liable for these costs, regardless of conduct or outcome of the bidding process.

### **2) Bidding Document**

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

### **3) Clarification of Bidding Documents**

- 1) A prospective Bidder requiring any clarification of the bidding documents may notify the tendering Authority in writing at the tendering Authorities address indicated in the Invitation for Bids before the last date of submission of pre-bid queries. The tendering Authority will discuss and clarify the queries in pre-bid meeting and issue the corrigendum on the website.
- 2) Pre bid meeting is fixed for clarification - at Gujarat Informatics Limited, 8<sup>th</sup> Floor, Block No 1, Udyog Bhavan, Gandhinagar. In the event of any clarification required and issued the corrigendum on the website, it shall form the part of the tender document.

### **4) Amendment of Bidding Documents**

- 1) At any time prior to the deadline for submission of bids, this office may, for any reason, whether on its own initiative or in response to the clarification requested by

a prospective bidder, modify, change, incorporate or delete certain conditions in the bidding document.

- 2) All prospective bidders who have received the bidding documents will be notified of the amendment in writing, and will be binding on them.

In order to allow prospective bidders reasonable time to take into consideration the amendments while preparing their bids the tendering Authority, at its discretion, may extend the deadline for the submission of bids.

#### **5) Language of Bid**

The bid prepared by the bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and The tendering Authority shall only be in English language.

#### **6) Bid Form**

- 1) The Bidder shall complete the Technical Bid & Financial Bid as per format and sequence attached as Annexure respectively. The bidder shall also complete the **Bid Form** and submit along with financial bid

#### **7) Bid Prices**

- 1) The Quote will be on the basis of per page charge (comprising of software charge).
- 2) If required the tendering Authority may at a later stage (i.e. after the finalization of contract or at the time of agreement) ask for a component wise break up of the price.

#### **8) Bid Currency**

- 1) Prices shall be quoted in Indian Rupees only.

#### **9) Documents Establishing Bidder's Eligibility and Qualification**

- 1) The bidder shall furnish, as part of its tender offer, documents establishing the Bidder's eligibility to participate in the tender and its qualifications to perform the Contract as mentioned in qualification Criteria section

#### **10) Documents establishing good's Eligibility and Conformity to Bidding Documents.**

- 1) The Bidder shall furnish, as part of its bid, documents establishing the eligibility and conformity to the bidding documents of all goods and services, which the Bidder proposes to supply under the contract.
- 2) The documentary evidence of conformity of goods and services to the bidding documents may be in the form of literature, drawing and data, and shall consist of a detailed description of the essential technical and performance characteristics of the goods;
- 3) The Bidder shall note that standards for workmanship, material and equipment, and references to International brand names or catalogue numbers designated by the tendering Authority in its Technical Specifications are intended to be descriptive only and not restrictive

#### **11) Earnest Money Deposit**

- 1) The Bidder shall furnish, as part of its bid, an Earnest Money Deposit in the form of a DD drawn in favor of Gujarat Informatics Limited payable at Gandhinagar for an amount of **Rs.2,00,000/-**.
- 2) Unsuccessful bidder's EMD will be discharged / refunded as promptly as possible but not later than 30 days after the decision of the commercial bid is taken.
- 3) The successful bidder's EMD will be discharged only after the completion of the contract papers.

- 4) The EMD shall be forfeited If a Bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid Form or in case of a successful Bidder, if the Bidder fails: to sign the Contract; or to furnish the performance security.
- 5) No exemption for submitting the EMD will be given to any agency including SSI Units.
- 6) Any tender submitted without the EMD will be summarily rejected.
- 7) The bidder is liable to pay liquidated damages and penalty imposed by the tender Inviting Authority in the event of non-fulfillment of any of the terms or whole of the contract.

## **12) Period of Validity of Bids**

- 1) Bids shall be valid for **180 days** after the date of bid opening. The tendering Authority shall reject a Bid valid for a shorter period as non-responsive.
- 2) In exceptional circumstances, the tendering Authority may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.
- 3) Bid evaluation will be based on the bid prices without taking into consideration the above changes.

## **13) Performance Security Deposit**

- 4) The successful Bidder has to furnish a security deposit so as to guarantee his/her (Bidder) performance of the contract
- 5) The Successful bidder has to submit Performance Bank Guarantee @ 10% of total order value within 15 days from the date of issue of Purchase order for the duration of warranty of any of Nationalized Bank including the public sector bank or Private Sector Banks authorized by RBI or Commercial Bank or Regional Rural Banks of Gujarat or Co-Operative Bank of Gujarat (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD-SD/102006/108/DMO Dated 30.03.2012 issued by Finance Department (The draft of Performance Bank Guarantee is attached herewith).

- 6) The Performance security shall be payable to the COMMISSIONERATE OF HEALTH as compensation for any loss resulting from the SI's failure to complete its obligations under the Contract.
- 7) The Performance Security will be discharged by COMMISSIONERATE OF HEALTH and returned to the Bidder on completion of the bidder's performance obligations under the contract.
- 8) In the event of any contract amendment, the bidder shall, within 21 days of receipt of such amendment, furnish the amendment to the Performance Security, rendering the same valid for the duration of the Contract, as amended for further period.
- 9) No interest shall be payable on the PBG amount. COMMISSIONERATE OF HEALTH may invoke the above bank guarantee for any kind of recoveries, in case; the recoveries from the bidder exceed the amount payable to the bidder.

#### **14) Clarification to tender documents**

At any time after the issue of the tender documents and before the opening of the tender, the COMMISSIONERATE OF HEALTH & Gujarat Informatics Limited may make any changes, modifications or amendments to the tender documents will be uploaded on GIL website.

#### **15) Receipt of tenders and tender Opening**

- 1) The tender must be submitted online. Gujarat Informatics Limited shall not be responsible for any delay or problem occur during the submitting the bid,
- 2) Gujarat Informatics Limited may extend the last date and time for receiving tenders after giving adequate notice to all the bidders in cases where -
  - (1) The publication of the tender notice has been delayed.
  - (2) The communication of changes in the tender documents to the prospective bidders took time;
  - (3) Any other reasonable grounds exist, for such extension which shall be recorded in writing by the COMMISSIONERATE OF HEALTH & Gujarat Informatics Limited

#### **D. Contents of Envelopes**

- 1) Envelope for the EMD and Bid Processing Fee.
- 2) Envelope shall be marked as Envelope for “**EMD & Bid Processing Fee**” for the tender for Scanning of Old Records.

#### **E. SUBMISSION OF BIDS**

##### **1) Sealing and Marking of Bids**

1. All bids must be submitted online through <https://gil.nprocure.com> as per the formats mentioned in the same using digital signature.
2. Telex, cable, e-mailed or facsimile bids will be rejected.

##### **2) Deadline for Submission of Bids**

- 1) Bids must be submitted online through <https://gil.nprocure.com> not later than the time and date specified in the Invitation for Bids (Section I).
- 2) GIL. may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of GIL and Bidders subject to the deadline will thereafter be subject to the deadline as extended.

##### **3) Late Bids**

- 1) Any bid received by GIL after the deadline for submission of bids prescribed for the COMMISSIONERATE OF HEALTH, Office, will be rejected and/or returned unopened to the Bidder.

##### **4) Withdrawal of Bids**

- 1) The Bidder may modify or withdraw his bid before the last date of submission of bids through the e-Tendering website <https://gil.nprocure.com>.
- 2) No bid may be modified after the deadline for submission of the bids.
- 3) No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of the bid validity specified by the Bidder on the Bid Form. Withdrawal of a bid during this interval shall result in the Bidder's forfeiture of its bid EMD.

## **F. BID OPENING AND EVALUATION OF BIDS**

### **1) Opening of Bids by COMMISSIONERATE OF HEALTH/GIL**

- 1) COMMISSIONERATE OF HEALTH/GIL will open all bids (only Technical Bids at the first instance) through the e-Tendering website of <https://gil.nprocure.com>, in the presence of Bidder or his representative who choose to attend, and at the following address:

**Gujarat Informatics Limited  
Block No.1, 8<sup>th</sup> Floor,  
Udyog Bhavan, Gandhinagar.**

- 2) The Bidder's representative who is present shall sign an attendance register evidencing their attendance. In the event of the specified date of Bid opening being declared holiday for the tendering Authority, the Bid shall be opened at the appointed time and location on the next working day.
- 3) The Bidder's names, bid modifications or withdrawals, bid prices and the presence or the absence of requisite bid security and such other details as COMMISSIONERATE OF HEALTH, at his discretion, may consider appropriate, will be announced at the time of opening. No Bid shall be rejected at the opening, except for late bids, which shall be returned unopened to the bidders.

- 4) Bids that are not opened and read out at bid opening shall not be considered for further evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the Bidders.
- 5) Financial Bids of only those bidders who qualify on the basis of evaluation of technical bid & Demonstration will be opened in the presence of the qualified bidders or their representatives at pre-specified time and date which will be communicated to the qualified bidders well in advance.
- 6) L1 will be selected based on the total cost of the project.

## **2) Clarification of Bids**

- 1) During evaluation of bids COMMISSIONERATE OF HEALTH/GIL may, at its discretion, ask the Bidder for a clarification of its bid. COMMISSIONERATE OF HEALTH/GIL may also ask for rate analysis of any or all items and if rates are found to be unreasonable low or high, the bid shall be treated as non-responsive and hence liable to be rejected. The request for a clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

## **3) Contacting COMMISSIONERATE OF HEALTH/GIL**

- 3.1 No Bidder shall contact COMMISSIONERATE OF HEALTH/GIL on any matter relating to its bid, from the time of the bid opening to the time the contract is awarded. If he wishes to bring additional information to the notice of COMMISSIONERATE OF HEALTH/GIL, he should do so in writing. COMMISSIONERATE OF HEALTH reserves the right as to whether such additional information should be considered or otherwise.
- 3.2 Any effort by a Bidder to influence COMMISSIONERATE OF HEALTH/GIL in its decision on bid evaluation, bid comparison or contract award may result in disqualification of the Bidder's bid and also forfeiture of his bid security amount.



#### **4) Evaluation and comparison of Bids**

- 4.1 For technical evaluation and comparison of the bids, GIL will evaluate the technical bid in consultation with COMMISSIONERATE OF HEALTH. The committee will scrutinize techno-commercial offers and evaluate capability of vendors through presentations, demonstration, documents. etc.
- 4.2 The technical evaluation of bids will be done based on following two components only for those bidders who satisfy all the Eligibility Criteria
- Technical Bid Document
  - Presentation on Approach & Methodology
- 4.3 The solution provider will be selected based on evaluation of technical bids & financial bids. Financial bids of only those bidders who qualify on the basis of evaluation of technical bids will be opened. Only without tax values will be considered for financial evaluation.
- 4.4 For evaluation of Financial Bids, the without tax values will only be considered for comparison.
- 4.5 GIL/COMMISSIONERATE OF HEALTH's evaluation of a Bid will exclude and not take into the account any allowance for price adjustment during the period of the execution of the contract, if provided in the bid.

## **G. AWARD OF WORK**

### **1) Award Criteria**

- 1) The tender Committee present will award the contract to the successful Bidder whose bid has been determined as lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.
- 2) The tendering Committee reserves the right to award the contract in parts to more than one bidder, provided further that the Bidders(s) are determined to be qualified to perform the contract satisfactorily.

### **2) GIL/COMMISSIONERATE OF HEALTH's Right to Accept / Reject Any or All Bids**

GIL/COMMISSIONERATE OF HEALTH reserves the right to accept or reject any bid, or to annul the bidding process and reject all bids at any time prior to the award of Contracts, 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 the GIL's action.

### **3) Notification of Awards**

- 1) Prior to the expiry of the period of the bid validity, COMMISSIONERATE OF HEALTH/GIL will notify the successful bidder in writing. The bidder will confirm the same in writing through registered letter.
- 2) The notification of award will constitute the formation of the Contract.

### **4) Signing of Contract**

- 1) At the same time as COMMISSIONERATE OF HEALTH/GIL notifies the successful Bidder that its bid has been accepted, COMMISSIONERATE OF HEALTH/GIL will send the bidder the Contract Form provided by this office.

- 2) Within 15 days of receipt of the Contract Form, the successful bidder shall sign the contract and return it to COMMISSIONERATE OF HEALTH

## **5) Performance Security**

1. The successful Bidder has to furnish a security deposit so as to guarantee his/her (Bidder) performance of the contract
2. The Successful bidder has to submit Performance Bank Guarantee @ 10% of total order value within 15 days from the date of issue of Purchase order for the duration of warranty of any of Nationalized Bank including the public sector bank or Private Sector Banks authorized by RBI or Commercial Bank or Regional Rural Banks of Gujarat or Co-Operative Bank of Gujarat (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD-SD/102006/108/DMO Dated 30.03.2012 issued by Finance Department (The draft of Performance Bank Guarantee is attached herewith).
3. The Performance security shall be payable to the COMMISSIONERATE OF HEALTH as compensation for any loss resulting from the SI's failure to complete its obligations under the Contract.
4. The Performance Security will be discharged by COMMISSIONERATE OF HEALTH and returned to the Bidder on completion of the bidder's performance obligations under the contract.
5. In the event of any contract amendment, the bidder shall, within 21 days of receipt of such amendment, furnish the amendment to the Performance Security, rendering the same valid for the duration of the Contract, as amended for further period.
6. No interest shall be payable on the PBG amount. COMMISSIONERATE OF HEALTH may invoke the above bank guarantee for any kind of recoveries, in case; the recoveries from the bidder exceed the amount payable to the bidder.

## **6) Corrupt or Fraudulent Practices.**

- 1) GIL/COMMISSIONERATE OF HEALTH requires that the bidders/suppliers/contractors under this tender observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, COMMISSIONERATE OF HEALTH defines for the purposes of this provision, the terms set forth as follows:

- 2) "corrupt practice" means the offering, giving, receiving or soliciting of any thing of value to influence the action of the public official in the procurement process or in contract execution; and "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or a execution of a contract to the detriment of COMMISSIONERATE OF HEALTH, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive COMMISSIONERATE OF HEALTH of the benefits of the free and open competition;
- 3) COMMISSIONERATE OF HEALTH will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;
- 4) COMMISSIONERATE OF HEALTH will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.
- 5) The past performance of the bidder will be crosschecked if necessary. If the facts are proven to be dubious the bidders tender will be ineligible for further processing.

#### **7) Interpretation of the clauses in the tender Document / Contract Document**

- 1) In case of any ambiguity in the interpretation of any of the clauses in tender Document or the Contract Document, GIL/COMMISSIONERATE OF HEALTH's interpretation of the clauses shall be final and binding on all parties. However, in case of doubt as to the interpretation of the bid, the bidder may make a Written request prior to:

The Director (e-Governance)  
Gujarat Informatics Ltd.  
Block No.1, 8<sup>th</sup> Floor, Udyog Bhavan  
Gandhinagar, Gujarat.

GIL/ COMMISSIONERATE OF HEALTH may issue clarifications to all the bidders as an addendum. Such an addendum shall form a part of the bid document.

- 2) The decision taken by the tender Committee in the process of tender evaluation will be full and final.
- 3) During evaluation bids, in case of any confusion, non-synchronization or anomaly between RFP clauses and attached formats/document, clauses of RFP shall prevail.

### SECTION III: GENERAL CONDITIONS OF CONTRACT

#### 1. Definitions

In this Contract, the following terms shall be interpreted as indicated:

- 1) "The Contract" means the agreement entered into between COMMISSIONERATE OF HEALTH and the Service Provider, as recorded in the Contract Form Signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;
- 2) "Bidder" means any agency that is participating in the tender process.
- 3) "Service Provider" means any agency who is a successful bidder and to whom the contract has been awarded.
- 4) "COMMISSIONERATE OF HEALTH" means Commissionerate of Health, MS & ME.
- 5) "The Contract Price" means the price payable to the Service Provider under the Contract for the full and proper performance of its contractual obligations;
- 6) "The Goods" means all the equipment, machinery and /or other materials which the Service Provider is required to supply to GIL/COMMISSIONERATE OF HEALTH under the Contract;
- 7) "Document" means files, maps, photographs, registers, manuscripts etc.
- 8) "Services" means services ancillary to the supply of the Goods, such as transportation and insurance and any other incidental services, such as installation, commissioning, provision of technical assistance, training and other obligations of the Service Provider covered under the Contract;
- 9) "The Project Site", wherever applicable, means the place or places where the work is to be executed.
- 10) "Day" means a working day.
- 11) "Unit" means one single office where the entire set up has to be provided.
- 12) "Office Completeness" means the site should be complete in all respects i.e.
  - ◆ Hardware is supplied, installed and commissioned
  - ◆ Requisite Software is installed
  - ◆ Requisite Application Software is installed.
  - ◆ Connectivity setup is established.

- ♦ Requisite Manpower is deployed
- ♦ The entire setup as defined in scope of work has become functional & the transactions can be done on computers.

13) "Maintenance" means

- Taking care of the machine
- Changing the Spares when they become faulty
- Locate, remove, and repair technical faults.
- Identify Software related problems such as run time error viruses etc. & reload the machines with Software
- Maintaining up time of at least 95%
- Housekeeping of all Hardware
- Ensuring continuous power supply to all machines during working hours.
- Any other task to be performed to keep the system functional.

**14) Performance Standards**

This factor incorporates the maintenance standards as defined below:

**Service Level Standards: -**

The agency has to meet the service level norms failing which the contract is liable to get cancelled.

- a) Install high quality hardware and peripherals at all sites to ensure minimum downtime.
- b) Provide skilled and efficient manpower to attain maximum production.
- c) Provide quality consumables like branded CDs, Paper, Toners, Tapes, etc.
- d) Absolutely avoid usage of low quality consumables, refilled toners, etc.

**2. Application**

- a) These General Conditions shall apply to the extent that they are not superseded by provisions in other parts of the Contract.

**3. Use of Contract Documents and Information**

- 1) The Service Provider shall not, without the GIL/COMMISSIONERATE OF HEALTH's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of GIL/COMMISSIONERATE OF HEALTH in connection therewith, to any person other than a person employed by the Service Provider in performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- 2) Any document, other than the Contract itself, shall remain the property of GIL/COMMISSIONERATE OF HEALTH and shall be returned (in all copies) to GIL/COMMISSIONERATE OF HEALTH on completion of the Service Provider's performance under the Contract if so required by GIL/COMMISSIONERATE OF HEALTH.
- 3) The Service Provider shall permit GIL/COMMISSIONERATE OF HEALTH to inspect the Service Provider's accounts and records relating to the performance of the Service Provider and to have them audited.

#### **4. Patent Rights**

The Service Provider shall indemnify GIL/COMMISSIONERATE OF HEALTH against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India.

#### **5. Inspections and Tests**

- 100% verification shall be done by service provider and issue verification certificate
- 10% verification will be done by the staff of Commissionerate of Health.

In case any error found, the penalty shall be imposed as per the penalty clause.



## **6. Delivery and Documents**

Delivery of the Goods shall be made by the Service Provider in accordance with the terms specified by COMMISSIONERATE OF HEALTH in the Notification of Award.

## **7. Incidental Services**

The Service Provider is required to provide the following services, including additional services, if any.

- 1) performance or supervision of the on-site assembly and/or start-up of the supplied Goods;
- 2) furnishing of tools required for assembly and/or maintenance of the supplied Goods;
- 3) furnishing of detailed operations and maintenance manual for each appropriate unit of supplied Goods;
- 4) Performance or supervision or maintenance and/or repair of the supplied Goods, for the period of time mentioned in the tender notification.

## **8. Payment**

- 1) Payment will be released only after completion of entire work
- 2) The completion of work should be certified by respective authority.
- 3) Payment will be worked out on the basis of per page handled.
- 4) Any penalties imposed on the agency for non-performance will be deducted from the payments.

- 5) All service tax and income tax will be deducted at source as per the prevalent rules & regulations at the time of making payments to the Bidder during the billing cycles.
- 6) Payment will be made within a month's time from the date of receipt of bill, provided there is no dispute.
- 7) It is binding on the agency to which the work will be allotted to complete the total job-work within the specified time-period as decided by COMMISSIONERATE OF HEALTH. In case of delay, the agency will be penalized as per penalty clause.

## **9. Change Orders**

- 1) GIL/COMMISSIONERATE OF HEALTH may at any time, by written order given to the Service Provider, make changes within the general scope of the Contract in any one or more of the following:
  - a) Drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for GIL/COMMISSIONERATE OF HEALTH;
  - b) The place of delivery; and/or
  - c) The Services to be provided by the Service Provider.
  - d) The Quantity of goods to be supplied & or the locations of supply.
- 2) If any such change causes an increase or decrease in the cost of, or the time required for, the Service Provider's performance of any provisions under the Contract, an equitable adjustments shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Service Provider for adjustment under this clause must be asserted within thirty (30) days from the date of the Service Provider's receipt of GIL/COMMISSIONERATE OF HEALTH's change order.

## **10. Delays in the Service Provider's Performance**

- 1) Delivery of the Goods and performance of the Services shall be made by the Service Provider in accordance with the time schedule specified by GIL/COMMISSIONERATE OF HEALTH.
- 2) If at any time during performance of the Contract, the Service Provider or his sub-contractor(s) should encounter conditions impeding timely delivery of the Goods and performance of Services, the Service Provider shall promptly notify GIL/COMMISSIONERATE OF HEALTH in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Service Provider's notice, GIL/COMMISSIONERATE OF HEALTH shall evaluate the situation and may, at its discretion, extend the Service Provider's time for performance with or without a penalty, in which case the extension shall be ratified by the parties by amendment of the Contract.
- 3) The bidders shall read & understand the requirements thoroughly & shall adhere to the schedule strictly. The supply, installation & commissioning of Hardware & software at all locations shall be completed within 15 days from the date of signing the Contract Agreement.

## **11. Penalty Clause**

**a. If the Service Provider is not executing the contract to the satisfaction of GIL/COMMISSIONERATE OF HEALTH then may invoke any or all of the following clauses.**

- i. Forfeit the performance Guarantee Amount. Or
- ii. Impose a proportionate penalty of the delivered price of the Goods or unperformed services. Or
- iii. Terminate the contract without giving any notice.

**b. Quality:**

100% accuracy shall be maintained in Scanning/data entry. For accuracy less than 100%, the penalty will be deducted as mentioned below.

**Level of Accuracy (in percentage)**

&gt;= 98.00 &amp;&amp; &lt; 99.00

&gt;= 95.00 &amp;&amp; &lt; 98.90

&gt;= 90.00 &amp;&amp; &lt; 95.00

&lt;90

**Penalty**

- 01% of the order value

- 02% of the order value

- 5% of the order value

- No Payment

c. **Delays in deliverables:** If the service provider is not complete the work in the given time limit than the penalty@ 1% of total order value per week will be levied up to the maximum of 10 weeks.

d. **SLA for Damage or Permanent loss of Documents:** The selected bidder shall be responsible to take care of documents during the process of scanning and data entry. If any documents will be damaged during the process, the selected bidder shall be responsible to rectify it/ repair the same at its own cost. In case of any permanent loss or damage of documents, the penalty will be applicable as mentioned in SLA mentioned below.

SLA Measures	No. of Documents	Action	Flat Penalty Rs.
Damage of documents	1	Rectify it/ repair the same on immediate basis	NIL
	2 to 5	Rectify it/ repair the same on immediate basis	Rs. 500 per document
	Above 5	Rectify it/ repair the same on immediate basis	Rs. 1000 per document
Permanent loss of documents	1	---	Rs. 10000 per document
	2 to 5	---	Rs. 25000 per document
	Above 5	---	Rs. 50000 per document

**12. Termination for Default or Otherwise**

a. COMMISSIONERATE OF HEALTH may, without prejudice to any other remedy for breach of contract, by one week advance notice of default sent to the service provider, terminate the Contract in whole or part:

- if the service provider fails to deliver any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by COMMISSIONERATE OF HEALTH; or

- if the service provider fails to perform any other obligation(s) under the Contract.
- If the service provider, in the judgment of COMMISSIONERATE OF HEALTH has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purpose of this Clause:

"Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.

"Fraudulent practice: a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Borrower, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Borrower of the benefits of free and open competition;"

- If the Service Provider fails to conform to the quality requirement laid down/third party inspection/consultants opinion.
- b. The bidder (i) shall keep accurate and systematic accounts and records in respect of the Services hereunder, in accordance with internationally accepted accounting principles and in such form and detail as will clearly identify all relevant time changes and costs, and the bases thereof, and (ii) shall periodically permit the Client or its designated representative, and up to two years from the expiration or termination of this Contract, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by the Client, if so required by the Client.

### **13. Force Majeure**

- 1) For purposes of this clause, "Force Majeure" means an event beyond the control of the Service Provider and not involving the Service Provider's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchase either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

- 2) If a force Majeure situation arises, the Service Provider shall notify COMMISSIONERATE OF HEALTH in writing within 15 days of such conditions and the cause thereof. Unless otherwise directed by GIL/COMMISSIONERATE OF HEALTH in writing, the Service Provider shall continue to perform its obligations under the Contract as far as it reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure.

#### **14. Termination for Insolvency**

GIL/COMMISSIONERATE OF HEALTH 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 GIL/COMMISSIONERATE OF HEALTH.

#### **15. Resolution of Disputes**

The matter regarding any dispute shall first be sorted out at the level of COMMISSIONERATE OF HEALTH, Gandhinagar in consultation with GIL. If the dispute persists to remain unresolved then it will be entertained, heard & finalized as per the provisions of the Arbitration and Conciliation Act, 1996.

#### **16. Taxes and Duties**

The rates quoted shall be in Indian Rupees and shall be exclusive of all taxes.

#### **17. Binding Clause**

All decisions taken by GIL/COMMISSIONERATE OF HEALTH regarding the processing of this tender and award of contract shall be final and binding on all parties concerned.

**20 Manpower Support:**

- 1) The service provider will be bound to supply Support Manpower with good antecedents as specified in the Manpower deployment Plan.
- 2) All salaries and statutory benefits will have to be borne by the service provider & no payments will be made by these offices.
- 3) In case of absence of any of his employee, the service provider should provide alternative person the next day.
- 4) The service provider should ensure that the behavior of manpower is decent. The service provider will be held responsible for indecent behavior of manpower, & such employees should be immediately replaced when such matter is reported.
- 5) All statutory obligations of the service provider towards his employees shall be fulfilled by him and COMMISSIONERATE OF HEALTH shall not be responsible for any such obligations.

**21. GIL/The COMMISSIONERATE OF HEALTH, Gandhinagar, reserves the right:-**

To vary, modify, revise, amend or change any of the terms and conditions mentioned above; **or**

To reject any or all the tender/s without assigning any reason whatsoever thereof or may terminate the tender process midway without assigning any reason.

**22. The decision regarding acceptance of tender by GIL/COMMISSIONERATE OF HEALTH will be full and final.**

**23. Conditional tenders shall be summarily rejected.**

**24. COMMISSIONERATE OF HEALTH is free to phase out the work if it feels it necessary.**

## **SECTION IV: SPECIAL CONDITIONS OF CONTRACT**

### **1 Service Provider's Integrity**

The Service Provider is responsible for and obliged to conduct all contracted activities as defined in the scope of work in accordance with the Contract.

### **2 Service Provider's Obligations**

- 1) The Service Provider is obliged to work closely with COMMISSIONERATE OF HEALTH's staff, act within its own authority and abide by directives issued by COMMISSIONERATE OF HEALTH
- 2) The Service Provider will abide by the job safety measures prevalent in India and will free COMMISSIONERATE OF HEALTH from all demands or responsibilities arising from accidents or loss of life the cause of which is the Service Provider's negligence. The Service Provider will pay all indemnities arising from such incidents and will not hold COMMISSIONERATE OF HEALTH responsible or obligated.
- 3) The Service Provider is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanor.
- 4) The Service Provider will treat as confidential all data and information about COMMISSIONERATE OF HEALTH, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of COMMISSIONERATE OF HEALTH

### **3 Hardware Installation**

The Service Provider is responsible for all deliveries, unpacking, assemblies, wiring, installation, cabling between hardware units and connecting to power supplies. The Service Provider will test all hardware operation and accomplish all adjustments necessary for successful and continuous operation of the hardware at all installation sites.

### **4 Inspections**

COMMISSIONERATE OF HEALTH will do the technical inspections as required. Vendor will provide all assistance to COMMISSIONERATE OF HEALTH staff to enable periodic technical/administrative/operational verification of the system.



## SECTION V: TECHNICAL BID FORMAT

**Name & Address of the Bidder:**

**Phone:**

**Mobile:**

**Fax:**

**Year of Establishment:**

**Details of Quality Certifications (ISO, SEI-CMM Level)**

**Annual Turnover for the last three years:**

Bidder to provide details with copies of the audited Balance Sheet and Profit and Loss accounts.

Year	Turnover
2009-2010	
2010-2011	
2011-2012	

**Support network:**

Bidder to provide details of support offices in different cities with name of contact person, address, Telephone No., Fax No.

Center(s)	Telephone & Fax No.	Location(s)
Head Office		
Development Centers		
Support Centers		
Repair / Workshop Facility		

**1. EXISTING INFRASTRUCTURE**

**a. SOFTWARE**

(Details of Licensed Server OS, Desktop OS, CD Read/Write Software, Scanning Software, Compression Software)

**b. HARDWARE**

(Number of Desktop PCs, Servers, Scanners, CD/DVD Writers, Printers, Backup Devices etc)

**c. CONNECTIVITY**

(Number of Routers, Switches, Gateway/ Lease line etc.)

**d. MANPOWER DETAILS (with Skill Sets)**

- i. No. of Employees in Project Management
- ii. No. of Scanning Operators
- iii. No. of Quality Control Operators
- iv. No of System Administrators
- v. No. of Support Staff
- vi. No. of Other Staff

**2. EXPERIENCE IN SAME OR SIMILAR PROJECTS**

**a. DETAILS OF ONGOING/Completed SCANNING/DIGITIZATION/PRINTING PROJECTS WITH STATUS**

Name of Client (with address	Brief Description of	No of Pages Handeled	Order value (Rs)	Current status of project
---------------------------------	-------------------------	-------------------------	---------------------	------------------------------

contact persons and numbers	projects			

(Please attach relevant client certificates/work order/contracts/PO's)

**b. DETAILS OF PROJECTS ABOVE 25 LACS ONLY**

Name of Client	Brief Description of Projects	Order value (Rs)	Current Status

(Please attach relevant client certificates/Work Order/PO/Contract Document highlighting the Order Value)

**3. PROPOSED DEPLOYMENT STRUCTURE**

An organization chart indicating the project Team organization as envisaged by the bidder for execution of this assignment

**4. DOCUMENT RETRIEVAL SYSTEM**

The Service Provider is required to submit a documentation/feature-list of the software with screenshots of the Document Retrieval System to be used in the project.

Bidders are expected to be ready for a software demonstration at a short notice to this effect. COMMISSIONERATE OF HEALTH will further technically shortlist the bidders on the basis of the proposal documents and presentations and the decision of COMMISSIONERATE OF HEALTH will be final and will be binding to the bidders.

Signature

Name

Date

Place

Seal

**Note: Please add separate pages as Annexure's, if required.**

## SECTION VI: COMERCIAL BID FORMAT

Sr. No.	Name of Zone	Rs. per page (Rs.)
1.	Cost for scanning per page including the web based document management software as mentioned in the scope of work	

Note: Taxes will be extra as applicable

## **ANNEXURE-1**

### **Work Specifications**

The following will be the broad specifications of the work to be done.

#### ***I. Role of the Government Department/COMMISSIONERATE OF HEALTH***

1. The COMMISSIONERATE OF HEALTH will provide space for the project work at its offices as specified in the scope of works.
2. The COMMISSIONERATE OF HEALTH will carry out random checking of the scanned documents and the data-base.
3. In order to ensure that the documents are safe and do not go in any unauthorized hands, the COMMISSIONERATE OF HEALTH will depute its supervisor(s) at the site of scanning/data entry.

#### ***II. Role of the Service Provider (SP)***

1. Arranging necessary computing, scanning and printing hardware and standby power supply equipment (like Generators and UPS).
2. Arranging the necessary furniture and storage devices at the site.
3. Receive the documents along-with covering lists from COMMISSIONERATE OF HEALTH Officials. The Service Provider will have to maintain Registers for receiving the documents and subsequent dispatch/handing over to the Authorized Officers of the COMMISSIONERATE OF HEALTH
4. The Service Provider must ensure that the documents are not damaged/mutilated/defaced/alterd in any manner. The scanning equipment will be of such quality so that they do not damage the documents in any manner.
5. Feeding the covering list into the computer and checking the documents for discrepancy, if any, between the documents and its covering list provided by the COMMISSIONERATE OF HEALTH.
6. Scanning the documents and putting them in the same batches together as they were received along-with the covering list indicating discrepancies, if any. Un-stapling the documents will not be allowed.
7. Printing a check list of the data relating to documents so as to ensure 100 percent accuracy of the data base (relating to the parties and land details etc). It is to be

- remembered that the data base will be checked randomly by the Department and any error found will be penalized as per the penalty clause. In addition to the above,
8. The Service Provider will have to ensure that the entire work of scanning, data entry (if any) is done at the site and that no documents are taken out of the site at any time.
  9. In order to ensure that there are no missing or duplicate records and/or scanned images, the Service Provider should develop appropriate software to check against this.
  10. Quality control of the scanning work will be an important aspect and the Service Provider will employ sufficient personnel to ensure good quality of output.
  11. As the said work is very confidential and involves high responsibility, the Service Provider is solely responsible for its security and confidentiality.
  12. For the said work, Govt. will provide the space. No rent will be charged for the use of space.
  13. The scanning work should commence within 15 days from the date of receipt of letter of Intent.
  14. The bidder should move all his equipment into the premises provided for the job and undertake the work at the said premises. The documents shall not be moved out of these premises.

**Other Conditions:**

- a) Authentication of the said work shall be done by the authorized person in COMMISSIONERATE OF HEALTH
- b) Documents scanned to be periodically subject to checks for verification of the quality of documents.
- c) The bidder can have a look at the documents in Commissionerate of Health, if he feels it is required.
- d) The staff of the COMMISSIONERATE OF HEALTH will only hand over documents to the bidder. All processing like making documents dust free, unpinning, pinning etc. will be done by the bidder. The COMMISSIONERATE OF HEALTH staff will provide documents which will be numbered & tied in batches.

- e) If the bidder fails to execute the contract, the Security Deposit of the defaulting bidder will be forfeited and contract will be executed at the cost of and risks of such defaulting bidder or the offer of the next lowest evaluated bidder may be accepted and in such case if the extra amount other than the amount of first lowest tender is required to be paid, such extra amount will be recovered from the defaulting bidder.
- f) The bidder shall use only licensed and authentic Software.
- g) Any material necessary for the said work will not be supplied by this office.
- h) Any foreign material required for the said work shall be obtained at the own risk and responsibility of the bidder. No help or extra charges will be made for this.
- i) The Bidder shall remove all his equipments and vacate the space within 15 days from the completion of the said work. If the Bidder fails to do so, the rent as prescribed by R&B Dept will be charged and will be recovered by deducting from the amount due to the bidder.
- j) Bidder shall be held personally responsible for any type of destruction/ mishandling of the documents, since the documents are originals.
- k) In case of failure of electric power supply, alternative arrangements of generator etc. shall be made by the bidder on his own and at his own cost. No assistance in this matter will be given by this office.
- l) For the said work if extra electric points are required, the bidder shall, fit such points on his own and shall remove them as soon as the said work is completed.
- m) The compensation against the damages if any to the electrical equipments and other immovable material / equipments in the room allotted are found, shall be recovered from the amount due to the bidder.
- n) Since the documents are of important nature, the bidder on awarding of the work will have to give a written undertaking that the documents shall be restored in the original position.
- o) All furniture, infrastructure, Air-conditioner (if the service provider feels it is required) shall be provided by the bidder at his own cost.
- p) Bidder shall submit the details along with photo identity, of all his / her employees who shall be working on this job and shall make sure that all the employees wear a photo identity card all the time in the work premises.
- q) Physical bid will not be accepted.

ANNEXURE - 2

**BIDDER'S AUTHORISATION CERTIFICATE**

To,

Commissionerate of Health, MS & ME

<Bidder's Name> \_\_\_\_\_, <Designation>  
\_\_\_\_\_ is hereby authorized to sign relevant documents on behalf of the  
company in dealing with tender of reference <tender Name, Dept &  
Date> \_\_\_\_\_. He is also authorized to attend meetings & submit  
technical & commercial information as may be required by you in the course of processing  
above said tender.

Thanking you,

Authorized Signatory.

\_\_\_\_\_  
<Bidder's Name>

Seal



**ANNEXURE-3**

**WORK EXPERIENCE CERTIFICATE FOR NUMBER OF DOCUMENTS HANDLED.**

Name of the Firm \_\_\_\_\_

Order Number and date	Order Placed by (full contact address of such agencies)	No. Of Document s handled.	Date of completion of delivery		Remarks indicating reasons for delay in delivery, if any
			As per contract	Actual	

Date: \_\_\_\_\_ Place: \_\_\_\_\_

Signature of the Bidder

**ANNEXURE-4**

**Self Declaration**

The

-----,  
-----

Sir/Madam,

Having examined the Bidding Documents including Bid No.: ----- the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide services for -----.

We undertake, if our bid is accepted, to provide  
\_\_\_\_\_, in accordance with the terms and conditions in the Tender document.

If our bid is accepted we will obtain the guarantee of a bank for a sum equivalent to 10% of the Contract value, in the form prescribed by the purchaser.

We agree to abide by this bid for a period of 120 days after the date fixed for opening of Price Bid section under the Instruction to Bidders and shall remain binding upon us and may be accepted at any time before the expiry of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

We understand that in competing for (and if the award is made to us, in executing the above contract), we will strictly observe the laws against fraud and corruption in force in Gujarat namely Prevention of Corruption Act 1988.

We understand that you are not bound to accept the lowest or any bid you may receive.

We have not been under a declaration of ineligibility for corrupt and fraudulent practices, and / or black-listed or debarred by any Govt. Department/PSU in Gujarat Government in the past 5 years, ending on 31st December 2012. We have not imposed any condition in conflict with the tender condition if it is found it should be treated as withdrawn.

We have not been convicted for any criminal cases(s) by any Govt. Department/PSU in Gujarat regarding any supply and contracts with our firm/company.

We have not breached/violated any contractual conditions so far to any Govt. Department/PSU in Gujarat.

In case any of the above statements made by us are found to be false or incorrect, you have right to reject our bid at any stage including forfeiture of our EMD and / or PBG and / or cancel the award of contract

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2013

Signature: \_\_\_\_\_

(in the Capacity of) : \_\_\_\_\_

Duly authorized to sign bid for and on behalf of \_\_\_\_\_

**Note: This form should be signed by authorized signatory of bidder/ lead bidder in case of consortium.**

## ANNEXURE-5

### Technical & Presentation Evaluation Criteria

#### Technical Evaluation Criteria:

Particulars		Criteria	Max Marks
Year of Establishment		Up to 3 Years = 2, >=4 Years = 3	3
Quality certifications : ISO 9001:2000 / CMM level		ISO/CMM Level certified = 3 otherwise 0	3
Annual Turnover of Last Three years			
2008-2009		<2 Crore= 0, >2 to 2.5 Crore =2, >=2.5 Crore =3	3
2009-2010		<2 Crore= 0, >2 to 2.5 Crore =2, >=2.5 Crore =3	3
2010-2011		<2 Crore= 0, >2 to 2.5 Crore =2, >=2.5 Crore =3	3
Support Network in the state of Gujarat			
Head Office		1 Office = 2	2
Development Centre		1 Office = 1, >=2 Offices = 2	2
Support Centre		1 Office = 1, >=2 Offices = 2	2
Repair/Workshop Facility		1 Office = 1, >=2 Offices = 2	2
Existing Infrastructure			
Software (Details of Lic. Server Os, Desktop OS, Database, Document Management Software(DMS))	Server OS	>=5 licenses = 1	1
	Desktop OS	>=200 licenses = 1	1
	Database Software	>=5 licenses = 1	1
	DMS	>=1 license = 1	1
Hardware (No. of desktop PCs, Servers, Scanners, printers, Backup Devices etc.)	No. of Desktops	>=200 desktops = 1	1
	Servers	>=5 servers = 1	1
	Scanners & Printers	>= 25 Scanners & Printers = 1	1
	Back up devices	>= 5 Back up devices =1	1
Connectivity (Number of routers, switches, Gateway/ Lease line etc.)	Number of routers	>= 3 = 1	1
	Switches	>= 3 = 1	1
	Gateway/ Lease line	>= 3 = 1	1
Manpower Details			
No. of Employee in Project Management		(1, 2) = 1, (3, 4) = 2, >=5 = 3	3
No. of Data Entry Operators		(1, 50) = 1, (51, 100) = 2, >=101 = 3	3
No. of Scanning Operators		(1, 50) = 1, (51, 100) = 2, >=101 = 3	3
No. of Quality Control Operators		(1, 50) = 1, (51, 100) = 2, >=101 = 3	3
No. of System Administrators		(1, 2) = 1, (3, 4) = 2, >=5 = 3	3

No. of Support Staff	(1, 5) = 1, (5, 10) = 2, >=11 = 3	3
No. of Other Staff	(1, 5) = 1, (5, 10) = 2, >=11 = 3	3
Details of ongoing/Completed Scanning/ Digitization/ Printing Projects ( <b>Private sector</b> )	(1,2)=1,(3,5)=3,>=6=5	5
Details of ongoing/Completed Scanning/ Digitization/ Printing Projects ( <b>Government Sector</b> )	(1,2)=1,(3,5)=3,>=6=5	5
Details of data entry/ scanning project with order value Rs. 25 lacs	(1,2)=1,(3,5)=3,>=6=5	5
<b>Total Marks</b>		<b>70</b>

**Presentation Evaluation Criteria:**

Sr. no.	Evaluation Criteria	Max. Marks
1	Approach & methodology for scanning of records	10
2	Expertise in executing similar kind of project (Past experience & performance)	5
3	Proposed deployment of hardware infrastructure at each location.	5
4	Proposed deployment of manpower at each location	5
5	Quality of Scanning and Cleaning of Records	5
<b>Total Marks</b>		<b>30</b>

**Note: Minimum 60% out of Technical + presentation marks will be required to qualify for next stage i.e. opening of financial bids.**