

**SETTLEMENT COMMISSIONER &  
DIRECTOR OF LAND RECORDS  
(GOVERNMENT OF GUJARAT)**

**TENDER  
FOR  
DATA ENTRY OF PROPERTY CARD**

Tender No: SW01042013028

Bid Processing Fees: 5,000/-  
Earnest Money Deposit: 5,00,000/-

(April, 2013)



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

Date of Pre-bid meeting: 15<sup>th</sup> April, 2013 at 1600 hrs.  
Last date of Submission of Bid: 25<sup>th</sup> April, 2013 up to 1500 hrs.  
Opening of Technical Bid: 26<sup>th</sup> April, 2013 at 1600 hrs.

## INDEX

<b>Sr. No.</b>	<b>Description</b>	<b>Page No.</b>
Section I	Invitation for Bids & tender Schedule	3
Section II	Instructions to Bidders	5
	A. Scope of Work	5
	B. Qualification Criteria	7
	C. Preparation of Bids	7
	D. Contents of Envelopes	11
	E. Submission of Bids	11
	F. Bid Opening & Evaluation of Bids	12
	G. Award of Work	13
Section III	General Conditions of Contract	17
Section IV	Special Conditions of Contract	24
Section V	Other Terms & Conditions	25
Section VI	Technical Bid Format	27
Section VII	Commercial Bid Format	30
	<b>Annexure</b>	
1	Work Specifications	31
2	Bidders Authorization Certificate	33
3	Work Experience Certificate for Documents handled.	34
4	Self Declaration	35
5.	Certificate of Conformity	37
6.	Sample of Property Card	38
7.	Sample format of output	39
8	Technical & Presentation Evaluation Criteria	40
9	Locations of SC&DLR offices & Volume of work	42

**COMPETITIVE BIDDING FOR  
DATA ENTRY OF PROPERTY CARD  
SECTION I: INVITATION FOR BIDS**

On behalf of the Settlement Commissioner & Director of Land Records, Government of Gujarat, Gujarat Informatics Ltd invites Bids online (Technical and Financial) for “**Data Entry of Property Card**”.

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 **Data Entry of Property Card**.

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 **Data Entry of Property Card**.

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. 5000</b>
Last date, time for Submission of pre-bid queries on vipulp@gujarat.gov.in	<b>8<sup>th</sup> April, 2013 upto 1500 hrs</b>
Date, Time & Place of Pre-bid meeting	<b>15<sup>th</sup> April, 2013 at 1600 hrs.</b> Gujarat Informatics Ltd, Block no. 1, 8th floor, Udyog Bhavan, Sector-11, Gandhinagar.
Last date, time for Online Submission of bids online	<b>25<sup>th</sup> April, 2013 up to 1500 hrs.</b>
Date and time for Opening of Technical Bids	<b>26<sup>th</sup> April, 2013 at 1500 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. 5,00,000/-</b> <b><i>No relaxation to anyone including SSI units</i></b>
Last date & Time for submission of EMD & Bid Processing Fees in physical at GIL	<b>25<sup>th</sup> April, 2013 up to 1500 hrs.</b>
Validity of Tender	180 days.
Contact Person	<b>Dr. Neeta shah,</b> Director (e-Governance) Gujarat Informatics Ltd.
Time Limit to complete the work	<b>Within 1 year 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 Settlement Commissioner & Director of Land Records, the due date for submission of bids and opening of bids will be the following working day at the appointed time.
3. GIL/ SC&DLR 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 as per criteria designed by GIL.
5. Use & Release of Bidder Submissions:

GIL/Settlement Commissioner & Director of Land Records 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/ Settlement Commissioner & Director of Land Records 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

- The basic scope of this tender is to provide operators for data entry work of SC&DLR as per the quality standards of SC&DLR and within the stipulated time period approved by SC&DLR.
- SC&DLR will provide data entry software application developed by NIC for data entry, space & electricity.
- There are two sections in each property Cards:
  - Section 1: Details in fixed format:
    - Ward No.
    - City Survey No.
    - Area
    - Tenure
    - Akar
    - Original Owner's Name,
    - Owning Information
    - Name of Card Creator
    - Boja Entry
  - Section 2: Entries (May be one or more in one property Card)
    - Entry No. & Date
    - Details of Transaction
    - Name of New Owner
    - Sectioning Authority

**Note: Minimum and Maximum Characters in each entry is 100 & 300 respectively.**

- The service provider shall be responsible to provide manpower, require hardware etc.
- The Service Provider must ensure that the documents are not damaged/mutilated/defaced/alterd in any manner
- The job of data entry includes verification and correction of data till 100% accuracy of the keyed-in - data. The data entry agency will ensure that data entry is 100 % accurate. The SC&DLR officials present in the respective Unit offices shall facilitate for correcting the errors. The data entry agency needs to ensure that no key-in error exists and has to declare about this to the concerned office. Then SC&DLR officials will check the random print out and mark corrections wherever errors are found and the agency will incorporate these corrections. The responsible data entry official will mark the print out as 'all correction incorporated 'with date and time stamp.

- The data entry agency will maintain a register for data entry and will ensure that all records are entered and no record is entered more than once. The register will also serve a purpose of evidence for the number of records entered by the agency at the particular authority's office. This register will remain at the concerned office.
- The service provider shall be responsible to return the documents as they were received along-with the covering list indicating discrepancies, if any.
- The SP shall take due care in entering the data of property cards. So that future reference and retrieval should be correct and error-free.
- The data entry agency would provide its adequately skilled manpower resources at all unit offices/offices specified by the SC&DLR to complete the job within the specified time and all work to be completed within SC&DLR office premises and office time. If agency needs extra time other than office time, prior sanction needs to be taken from SC&DLR.
- The Service Provider shall have to ensure that the entire work of data entry is done at the unit offices/offices specified by SC&DLR site and that no documents are taken out of the site at any time.
- The SP should be responsible for providing man power on a continuous basis and all contingencies as may arise out of government rules / leave / absentees etc shall be managed by providing substitutes without disruption of services.
- Absolute care must be taken to avoid errors and Data Redundancy & blanks. During the course of the inspection and authentication, if errors and data redundancy is detected then rectification of the same shall be made at no extra payment to the bidder, failing which an amount proportionate to the cost involved shall be forfeited.
- 100% accuracy should be maintained by the service provider.
- Percentage of accuracy would be measured by the SC&DLR a sample basis. Vendor is liable to pay the penalty in case of lack of accuracy. The penalty would be made as follows:

<u>Level of Accuracy (in percentage)</u>	<u>Penalty</u>
a. $\geq 98.00$ & $< 99.00$	- 2% of the order value
b. $\geq 95.00$ & $< 98.00$	- 5% of the order value
c. $\geq 90.00$ & $< 95.00$	- 10% of the order value
<90	- Nil Payment

- Deliverables:
  - Providing data of property cards on one set of USB Hard Drive to each of the following
    - City Survey Superintendent office wise
    - Divisional heads (5)
    - SC&DLR
  - Weekly back up of data entry should be provided to SC&DLR.

## **B. Qualification Criteria**

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

- 1) The vendor should be in the business of Data Entry and/or Scanning for at least three years as on 31st March 2013. Company Incorporation Certificate must be submitted for the same. They should have experience in document management & related services.
- 2) The Bidder should be an ISO 9001:2000 certified in related services
- 3) The bidder must have completed at least 5 data entry projects with project value of at least Rs. 5 Lacs each. The copy of the client's certificate must be submitted.
- 4) Total turnover of the firm should be at least Rs.5 Crores during each of last three financial years or cumulative of Rs. 15 Crores in last three years from document management and related services. The bidder must attach Statutory Auditor's Certificate Certifying the turnover from document management and related services. Bidder should have to upload the copies of the audited Balance sheet and profit and loss accounts.
- 5) The bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of Gujarat or it's PSU in the state of Gujarat. Certificate / affidavit mentioning that the Bidder/ Consortium Partner is not currently blacklisted by Government of Gujarat or it's PSU in the state of Gujarat is due to engagement in any corrupt & fraudulent practices.

**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, 8th 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 submit the Technical Bid & Financial Bid as per format given on <https://gil.nprocure.com> website.

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

- 1) The Quote will be on the basis of format given in the financial bid.
- 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.
- 2) Unsuccessful bidder's EMD will be discharged / refunded as promptly as possible.
- 3) The successful bidder's EMD will be discharged only after submitting the PBG by bidder.
- 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**

- 1) Performance Security Deposit will be notified later by office of Settlement Commissioner & Director of Land Records.
- 2) The successful Bidder has to furnish a security deposit so as to guarantee his/her (Bidder) performance of the contract
- 3) The proceeds of the performance security shall be payable to the tendering Authority as compensation for any loss resulting from the Service Provider's failure to complete its obligations under the Contract.
- 4) The Performance Security shall be denominated in Indian Rupees and shall be in the following form:
  - a. A bank guarantee issued by a nationalized / scheduled bank located in India or a bank located abroad acceptable to the tendering Authority, in the form provided in the bidding documents.
- 5) Within 15 days of the receipt of notification of award from "THE TENDERING AUTHORITY", the successful bidder shall furnish the performance security in accordance with the Conditions of The Contract, in the performance security form provided in the bidding documents in the Performa prescribed in the tender.
- 6) The validity of the Performance Security will be up to 1 year after successful completion of performance obligations.

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

At any time after the issue of the tender documents and before the opening of the tender, Settlement Commissioner & Director of Land Records & 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 bidder should download the tender from GIL's website or from [www.gil.nprocure.com](http://www.gil.nprocure.com) website. Also bidder should submit the techno-financial bids online. The Settlement Commissioner & Director of Land Records & Gujarat Informatics Limited shall not be responsible for any delay in transit in such cases.
- 2) The Settlement Commissioner & Director of Land Records & 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) Any other reasonable grounds exist, for such extension which shall be recorded in writing by Settlement Commissioner & Director of Land Records & 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 Data Entry of Property Card.

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

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

- All bids must be submitted online through <https://gil.nprocure.com> as per the formats mentioned in the same using digital signature.
- 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). In the event of the specified date for the submission of Bids being declared as a holiday for Settlement Commissioner & Director of Land Records/GIL, the bids will be received up to the appointed time on the next working day.
- 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 by Settlement Commissioner & Director of Land Records 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 Settlement Commissioner & Director of Land Records/GIL**

- 1) Settlement Commissioner & Director of Land Records /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 Settlement Commissioner & Director of Land Records, 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 decided based on total charges of data entry for section 1 & per entry charge of section 2.**

### **2) Clarification of Bids**

- 1) During evaluation of bids Settlement Commissioner & Director of Land Records /GIL may, at its discretion, ask the Bidder for a clarification of its bid. Settlement Commissioner & Director of Land Records /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 Settlement Commissioner & Director of Land Records /GIL**

- 3.1 No Bidder shall contact Settlement Commissioner & Director of Land Records/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 Settlement Commissioner & Director of Land Records/GIL, he

should do so in writing. Settlement Commissioner & Director of Land Records reserves the right as to whether such additional information should be considered or otherwise.

- 3.2 Any effort by a Bidder to influence Settlement Commissioner & Director of Land Records /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, which have been determined to be substantially responsive pursuant to ITB clause 22, GIL will evaluate the technical bid as per the assessment procedure given in GR No TSP-2004-808-DST dated 30/07/2004. The committee will scrutinize techno-commercial offers and evaluate capability of vendors through presentations, demonstration, documents. etc as per defined evaluation criteria .
- 4.2 The technical evaluation of bids will be done based on following three components only for those bidders who satisfy all the Eligibility Criteria (ITB Clause No. 2)
  - Evaluation of Technical Bid Document submitted (Min. 60% required for qualifying for next stage)
  - Presentation on Approach & Methodology (Min. 60% required for qualifying for next stage)
- 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/Settlement Commissioner & Director of Land Record'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 will award the contract to the successful Bidder whose bid has been determined as the 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) Area of operation**

Area of operation will be the Offices of Settlement Commissioner & Director of Land Records, Gujarat as mention in Scope of Work.

**3) GIL/Settlement Commissioner & Director of Land Record's Right to Accept / Reject Any or All Bids**

GIL/Settlement Commissioner & Director of Land Records 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.

**4) Notification of Awards**

- 1) Prior to the expiry of the period of the bid validity, Settlement Commissioner & Director of Land Records/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.
- 3) Upon the successful Bidder's furnishing of performance security pursuant to ITB clause 6, Settlement Commissioner & Director of Land Records/GIL will promptly notify each unsuccessful bidder.

**5) Signing of Contract**

- 1) At the same time as Settlement Commissioner & Director of Land Records/GIL notifies the successful Bidder that its bid has been accepted, Settlement Commissioner & Director of Land Records/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 Settlement Commissioner & Director of Land Records.

**6) 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 SC&DLR as compensation for any loss resulting from the SP's failure to complete its obligations under the Contract.
4. The Performance Security will be discharged by SC&DLR 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. SC&DLR 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.

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

- 1) GIL/Settlement Commissioner & Director of Land Records 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, Settlement Commissioner & Director of Land Records 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 Settlement Commissioner & Director of Land Records, 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 Settlement Commissioner & Director of Land Records of the benefits of the free and open competition;
- 3) Settlement Commissioner & Director of Land Records 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) Settlement Commissioner & Director of Land Records 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.

#### **8) 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/ Settlement Commissioner & Director of Land Records'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:
  1. Settlement Commissioner & Director of Land Records
  2. The Director (e-Governance)  
Gujarat Informatics Ltd.

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

GIL/ Settlement Commissioner & Director of Land Records 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.



### 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 SC&DLR 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 or SP" means any agency who is a successful bidder and to whom the contract has been awarded.
- 4) "Data Entry" work means Data Entry of the Property Card as volume mentioned in scope of work.
- 5) "SC&DLR" means Settlement Commissioner & Director of Land Records.
- 6) "The Contract Price" means the price payable to the Service Provider under the Contract for the full and proper performance of its contractual obligations;
- 7) "The Goods" means all the equipment, machinery and /or other materials which the Service Provider is required to supply to GIL/SC&DLR under the Contract;
- 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/SC&DLR'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/SC&DLR 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/SC&DLR and shall be returned (in all copies) to GIL/ SC&DLR on completion of the Service Provider's performance under the Contract if so required by GIL/ SC&DLR.
- 3) The Service Provider shall permit GIL/SC&DLR 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/SC&DLR 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 the verification Certificate
- 10% verification will be done by the staff of IGR office.

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 SC&DLR in the Notification of Award.

## 7. Transportation

Where the Service Provider is required under the Contract to transport the goods to a specified place of destination within Gujarat defined as Project site, transport to such place of destination in Gujarat including insurance, as shall be specified in the Contract, shall be arranged by the Service Provider, and the related cost shall be included in the Contract Price.

## 8. 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.

## 9. Payment

1) **All payments will be done to the agency after completion of the job.**

- 2) Payment will be worked out as under

**Total payment = {No. of Section 1 \* data entry charge per Section 1} + {Total no. of Entries in Section 2 \* data entry charge per entry of section 2}**

- 3) Any penalties imposed on the agency for non-performance will be deducted from the payments.
- 4) All work contract tax, 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.
- 5) Payment will be made within a month's time from the date of receipt of bill, provided there is no dispute.
- 6) 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 SC&DLR. In case of delay, the agency will be penalized proportionately. The amount of penalty will be adjusted against the amount payable to the agency for the job-work & the net payment will be made to the agency. For example, if the average delays are 10% then the agency will get 10% less amount of the total payable amount.

## 10. Change Orders

- 1) GIL/SC&DLR 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/SC&DLR;
  - 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/SC&DLR's change order.

#### **11. 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/SC&DLR.
- 2) If at any time during performance of the Contract, the Service Provider or his subcontractor(s) should encounter conditions impeding timely delivery of the Goods and performance of Services, the Service Provider shall promptly notify GIL/SC&DLR 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/SC&DLR 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.

#### **12. Penalty Clause**

- 1) If the Service Provider is not executing the contract to the satisfaction of GIL/SC&DLR then he may invoke any or all of the following clauses.
  - (a) Forfeit the performance Guarantee Amount. **Or**
  - (b) Impose a proportionate penalty of the delivered price of the Goods or unperformed services. **Or**
  - (c) Terminate the contract without giving any notice.
- 2) **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.
- 3) **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

### 13. Termination for Default or Otherwise

- 1) GIL/SC&DLR may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Service Provider, terminate the Contract in whole or part:
  - a) If the Service Provider fails to deliver any or all of the Goods/Services within the period(s)/schedule specified in the Contract,
  - b) If the Service Provider fails to perform as per the performance standards.
  - c) If the Service Provider, in the judgment of GIL/SC&DLR has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- 2) In Circumstances mentioned in a, b, c above Settlement Commissioner & Director of Land Records may exercise the following option: -
  - a. Direct the agency to leave the Hardware/Software in SC&DLR Office and terminate the Contract.
- 3) In case of premature termination of Contract for no fault of Service Provider SC&DLR may exercise the following options:-
  - a) Direct the agency to take back the Hardware and without any additional compensation.
  - b) Direct the agency to leave behind the Hardware & pay him the cost of Hardware less the depreciation as per the Income Tax Act / Rules. The SC&DLR may consult GIL as to the genuine cost of Hardware. SC&DLR may also take suitable decision as to the system/platform software in consultation with GIL.

### 14. 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 within 15 days GIL/SC&DLR in writing of such conditions and the cause thereof. Unless otherwise directed by GIL/SC&DLR 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.

**15. Termination for Insolvency**

GIL/SC&DLR 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/SC&DLR.

**16. Resolution of Disputes**

The matter regarding any dispute shall first be sorted out at the level of SC&DLR Gandhinagar, Gujarat 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.

**17. Taxes and Duties**

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

**18. Binding Clause**

All decisions taken by GIL/SC&DLR 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 this office.
- 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 SC&DLR shall not be responsible for any such obligations.

**21. GIL/SC&DLR 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/SC&DLR will be full and final.
- 23.** Conditional tenders shall be summarily rejected.
- 24.** SC&DLR 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 SC&DLR's staff, act within its own authority and abide by directives issued by SC&DLR.
- 2) The Service Provider will abide by the job safety measures prevalent in India and will free SC&DLR 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 SC&DLR 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 SC&DLR, 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 SC&DLR.

### **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**

SC&DLR will do the technical inspections as required. Vendor will provide all assistance to SC&DLR staff to enable periodic technical/administrative/operational verification of the system.



## **SECTION V: OTHER TERMS & CONDITIONS**

- 1 The works of Data Entry, taking random print outs and other connected work will have to be carried out in the Unit office / office specified by SC&DLR.
- 2 Error free data entry will only be taken into consideration for the calculation of "Entry".
- 3 Neither any transportation facility nor any allowances will be given to the concerned Data Entry Operator for going to place of work i.e. the respective Unit office.
- 4 SC&DLR has the right to impose penalty as it may think fit for any inaccuracy found and also for non-adherence of the target. The details are mentioned in the penalty clause.
- 5 Income Tax will be deducted at the time of payment to the Agency as per the prevailing Government rules and regulations. Other statutory taxes as may be payable shall be paid by the agency directly to the concerned authorities.
- 6 Conditions mentioned in Resolutions/orders/Circulars as issued by Gujarat Government from time to time will also be applicable and strictly followed.
- 7 GIL/SC&DLR reserves the right to reject any or all bid documents without assigning any reason whatsoever.
- 8 Once a bid is submitted, it will be treated as complete and no additions, deletions or modifications in the bid will be allowed, unless specifically asked by SC&DLR.
- 9 If any information sought in this document is missing or not clearly specified by the bidder or found ambiguous, it will be assumed that the bidder is not in a position to supply the information and therefore will be evaluated accordingly.
- 10 Technical Bid Document shall be a self contained one and no reference to any previous submissions will be permitted.
- 11 Technical bid document should not include any financial condition/information and Bids containing such condition/information will be liable to be rejected.
- 12 At the time awarding the assignment, GIL/SC&DLR shall draw out a detail terms of reference. GIL/SC&DLR reserves the right to impose necessary conditions on the bidder for effective performance of assignment.
- 13 Within 15 days after the bidder's receipt of Notification of Award (LOI), the bidder shall furnish Performance Security to SC&DLR for an amount of 10 % of the contract value, valid for 1 year starting from the date of Work order issued.
- 14 Bidders shall not put any condition of any kind in the Technical and Financial Bid, failing which the bid shall be rejected as non-responsive.
- 15 Manpower deployed by the agency for Data Entry work will be required to follow strictly the rules and regulations of the Land Record Department and maintain confidentiality at all times.

- 16 All man power deployed shall be duly approved by SC&DLR and its officers and SC&DLR reserves the right to reject these personnel based on their performance.
- 17 The agency must follow all the applicable laws of the land with respect to labor policies / work timings / leave / PF / Gratuity / EPF / insurance and medical facilities for its workforce.
- 18 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.

## SECTION VI: 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. The turnover should be of data entry and / or scanning related work.

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 Data Entry Operators
- iii. No. of Scanning Operators
- iv. No. of Quality Control Operators
- v. No of System Administrators
- vi. No. of Support Staff
- vii. No. of Other Staff

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

**a. DETAILS OF ONGOING/COMPLETED DATA ENTRY/SCANNING/DIGITIZATION/PRINTING PROJECTS WITH STATUS (PRIVATE SECTOR)**

Name of Client (with address contact persons and numbers)	Brief Description of projects	Type of work (Scanning/Printing/Data Entry)	No of Pages Handled (In case of data entry no. of characters)	Order value (Rs)	Current status of project

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

**b. DETAILS OF ONGOING/Completed SCANNING/DIGITIZATION/PRINTING PROJECTS WITH STATUS (GOVT. SECTOR)**

Name of Client (with address contact persons and numbers)	Brief Description of projects	Type of work (Scanning/Printing/Data Entry)	No of Pages Handled (In case of data entry no. of characters)	Order value (Rs)	Current status of project

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

**c. Details of PROJECTS ABOVE 5 LACS ONLY (data entry related work)**

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

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

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

**TENDER FOR DATA ENTRY OF PROPERTY CARD**

**SECTION VII: COMMERCIAL BID FORMAT**

Date:

**To,  
Settlement Commissioner & Director of Land Records,**

Sir,

Having examined the Bidding Documents the receipt of which is hereby duly acknowledged, I / we, the undersigned, offer to supply/ work as service providers as mentioned in the scope of the work & technical specifications & in conformity with the said bidding documents for the same. We will charge the department as mention below.

Sr. No.	Subject	Rate (Rs.)
1	<b>Charge for data entry of section 1 of one property card</b>	
2	<b>Data Entry Charge Per Entry (Section 2)</b>	
<b>Total charge 'X' (Rs.)</b>		
<b>Note:</b> Bidder who has quoted lowest value of 'X' will be select as L1 bidder.		

I / We undertake that the prices are in conformity with the specifications prescribed. The quoted rates are exclusive of all taxes.

I / We undertake, if our bid is accepted, to deliver the goods in accordance with the delivery schedule specified in the schedule of Requirements.

If our bid is accepted, we will obtain the 10% of Performance Guarantee for the due performance of the Contract, in the form prescribed by the tendering Authority.

I / We agree to abide by this bid for a period of 180 (One hundred eighty only) days after the date fixed for bid opening and it 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 you are not bound to accept the lowest or any bid you may receive.

We agree to the terms & conditions mentioned in the tender document.

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

\_\_\_\_\_  
Signature (in the capacity of)

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

**Seal of the Company**

## **ANNEXURE-1**

### **Work Specifications**

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

#### ***I. Role of the SC&DLR***

1. The SC&DLR will provide space for the project work at its offices as specified in the scope of works.
2. The SC&DLR will carry out random checking of the work done and the data-base so as to ensure accuracy before backup devices are burnt.
3. In order to ensure that the documents are safe and do not go in any unauthorized hands, the SC&DLR will depute its supervisor(s) at the site of scanning/data entry.

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

1. Arranging necessary computing 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 SC&DLR Officials. The Service Provider will have to maintain Registers for receiving the documents and subsequent dispatch/handing over to the Authorized Officers of the SC&DLR.
4. The Service Provider must ensure that the documents handled over are not damaged/mutilated/defaced/alterd in any manner.
5. Data Entry of Property Card 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.
6. Printing the documents in the prescribe format and verify the 100 percent accuracy of the data entry done.
7. The Service Provider will have to ensure that the entire work of data entry is done at the site and that no documents are taken out of the site at any time.
8. In order to ensure that there are no missing or duplicate records and/or data entry, the Service Provider should develop appropriate software to check against this.
9. As the said work is very confidential and involves high responsibility, the Service Provider is solely responsible for its security and confidentiality.
10. For the said work, SC&DLR will provide the space. No rent will be charged for the use of space. Rates should be quoted taking this factor into account.
11. The work should commence immediately from the date of receipt of letter of Intent.
12. The said work shall be completed within 1 year or such period as mentioned in the contract from the date of work order.
13. The Service provider 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 Settlement Commissioner & Director of Land Records.
- b) The Service provider can have a look at the documents in SC&DLR Office, if he feels it is required.
- c) The staff of the SC&DLR will only hand over documents to the Service provider. All processing like making documents dust free, unpinning, pinning etc. will be done by the bidder.
- d) If the bidder fails to execute the contract, the PBG (Performance Bank Guarantee) of the defaulting bidder will be forfeited and contract will be terminated immediately.
- e) The bidder shall use only licensed and authentic Software.
- f) Any material necessary for the said work will not be supplied by this office.
- g) 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.
- h) 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.
- i) Bidder shall be held personally responsible for any type of destruction/ mishandling of the documents, since the documents are originals.
- j) 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.
- k) 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.
- l) 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.
- m) 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.
- n) All furniture, infrastructure, Air-conditioner (if the service provider feels it is required) shall be provided by the bidder at his own cost.
- o) 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.
- p) Telex/telegraphic/fax/Xerox offers will not be accepted.



ANNEXURE - 2

**BIDDER'S AUTHORISATION CERTIFICATE**

**To,  
Settlement Commissioner & Director of Land Records,**

<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 Pages Handled (In case of data entry no. of characters)	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 call center facility, required algorithm, medical personnel, 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 or it's 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 or it's 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 or it's 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 \_\_\_\_\_

**ANNEXURE-5**

**Certificate of Conformity**

Date:

**To,  
Settlement Commissioner & Director of Land Records,**

**CERTIFICATE**

This is to certify that, the specifications of Hardware which I have mentioned in the Technical specifications for Hardware, and which I shall supply if I am awarded with the work, are in conformity with the specifications in the tender document.

I also certify that the price I have quoted per page is inclusive of all the cost factors involved in the execution of the project, to meet the desired standards set out in General Condition of Contract.

Name:

Designation:

Seal:

ANNEXURE-6

Sample of Property Card

EP-0-89

स. म. वि. नं. 2733-6-84-1,00,000-WCB-9" X 3 1/2"      श्री. डी. अंसू 20 क.

स. म. वि. नं. 2626, अ. 16-ए-28

आडेबु कार्ड      310

370	33-92	A	श्री. रा. सुमि. - भाटवा.
			शीट नं. 200 सा. नं. 225

[ श्री मुलदेव मुलगा ]

२६ नो. १०. ३५५ पा. २३-३-७९ भाटवा १५५

श्री. रा. सुमि.  
भाटवा.  
२३-३-७९

Section 1

१२	११-१०-७९	श्री. रा. सुमि. भाटवा.	३५५ पा.	श्री. रा. सुमि. भाटवा.	श्री. रा. सुमि. भाटवा.
१३	१५-१०-७९	श्री. रा. सुमि. भाटवा.			
१४	१५-१०-७९	श्री. रा. सुमि. भाटवा.			
१५	१५-१०-७९	श्री. रा. सुमि. भाटवा.			

\* थरी नंबर \*  
३७ क. २३ अ.

Section 2

Entry 1

Entry 2

Entry 3

**ANNEXURE-7**  
**Sample format of output**

As On 19/05/2010 04:39 PM

મિલકત કાર્ડ

1042

જીલ્લો : અમદાવાદ		સિટી સરવે ઓફિસ : અમદાવાદ-૧			વોર્ડ : ઉસ્માનપુરા
સિટી સરવે નંબર ૧૦૨૫	ટી.પી નંબર	ફા.પ્લો.નં	ક્ષેત્રફળ (ચો.મી.) 40.8262	સત્તા પ્રકાર એ A	સરકાર ને ભરવાના આકાર અથવા ભાડા સંબધી અને ફેર આકારણી માટે પુરી થતી મુદત સંબધી વિગત માફી

સત્તા પ્રકાર નું વર્ણન: રૂઢિગત મહેસુલ માફી

સગવડો:

ઈક્વાયરી ઓફિસ ના ઠરાવ ને આધારે સને 1979 માં હક્ક ખાતિનો આધાર (શોધી શકાય તે પ્રમાણમાં)

ધારણ કરનાર:

[શ્રીમતી લખુબેન ચુનાભાઈ]

હક્કો કેવી રીતે મળ્યા(મળી આવી ત્યાં સુધી)

વહેચણી આધારે કબજો ધરાવવા મુજબ

પટેદાર નું નામ:

બીજા બોજાઓ:

બીજી નોંધ/બીજા હક્ક:

અનુક્રમ નંબર તારીખ	ફેરફાર ની વિગત	નવી ધારણ કરેના(ર/ધા) પટેદાર(પ) અથવા બીજા બોજાઓ(ઈ).	નિર્ણય(પ્રમાણિત,નામંજુર) સહી અને તારીખ
2 02/08/2004	અરજદાર ની તા ૧/૭/૦૪ ની અરજી લગત લખુબેન તા.૧૮/૨/૦૩ ના રોજ ગુજરાતનાં મરણ સર્ટીફિકેટ ની ખરી નકલ તથા રૂબરૂ જલાબ પંચનામા આધારે વારસાઈ ની નોંધ કરી તથા જીવાભાઈ મજાભાઈ સુરેશભાઈ પુનમભાઈ દીપકભાઈ કમળાબેન કાશીબેન સુરજબેન મધુબેન મેહીબેન મંગુબેન ના રૂબરૂ ના જલાબ આધારે હક કમી ની નોંધ કરી.	H - ધારણકર્તા ચંચીબેન તે ચુનાભાઈ કાળાભાઈ ની દીકરી	પ્રમાણિત (એન.આર.વણકર) 08/09/2004

## ANNEXURE-8

### Technical & Presentation Evaluation Criteria

#### Technical Evaluation Criteria:

Particulars	Criteria	Max Marks	
<b>Year of Establishment</b>	Up to 3 Years = 2, >=4 Years = 3	<b>3</b>	
<b>Quality certifications : ISO 9001:2000 / CMM level</b>	ISO/CMM Level certified = 2 otherwise 0	<b>2</b>	
<b>Annual Turnover of Last Three years</b>			
2009-2010	Up to 200 lacs =3, >=201 lacs =5	<b>5</b>	
2010-2011	Up to 200 lacs =3, >=201 lacs =5	<b>5</b>	
2011-2012	Up to 200 lacs =3, >=201 lacs =5	<b>5</b>	
<b>Support Network in the state of Gujarat</b>			
Head Office	1 Office = 3	<b>3</b>	
Development Centre	1 Office = 2, >=2 Offices = 3	<b>3</b>	
Support Centre	1 Office = 2, >=2 Offices = 3	<b>3</b>	
Repair/Workshop Facility	1 Office = 2, >=2 Offices = 3	<b>3</b>	
<b>Existing Infrastructure</b>			
Software (Details of Lic. Server Os, Desktop OS, Database, Document Management Software(DMS))	Server OS	>=5 licenses = 1 mark	<b>1</b>
	Desktop OS	>=200 licenses = 1 marks	<b>1</b>
	Database Software	>=5 licenses = 1 mark	<b>1</b>
	DMS	>=1 license = 1 mark	<b>1</b>
Hardware (No. of desktop PCs, Servers, Scanners, printers, Backup Devices etc.)	No. of Desktops	>=200 desktops = 1 marks	<b>1</b>
	Servers	>=5 servers = 1 mark	<b>1</b>
	Scanners & Printers	>= 25 Scanners & Printers = 1	<b>1</b>
	Back up devices	>= 5 Back up devices =1	<b>1</b>
Connectivity (Number of routers, switches, Gateway/ Lease line etc.)	Number of routers	>= 3 = 1	<b>1</b>
	switches	>= 3 = 1	<b>1</b>
	Gateway/ Lease line	>= 3 = 1	<b>1</b>
<b>Manpower Details</b>			
No. of Employee in Project Management	(1, 2) = 1, (3, 4) = 2, >=5 = 3	<b>3</b>	
No. of Data Entry Operators	(1, 50) = 1, (51, 100) = 2, >=101 = 3	<b>3</b>	
No. of Scanning Operators	(1, 50) = 1, (51, 100) = 2, >=101 = 3	<b>3</b>	
No. of Quality Control Operators	(1, 50) = 1, (51, 100) = 2, >=101 = 3	<b>3</b>	



No. of System Administrators	(1, 2) = 1, (3, 4) = 2, >=5 = 3	<b>3</b>
No. of Support Staff	(1, 5) = 1, (5, 10) = 2, >=11 = 3	<b>3</b>
No. of Other Staff	(1, 5) = 1, (5, 10) = 2, >=11 = 3	<b>3</b>
Ongoing/completed data entry/ scanning/digitization/printing projects <b>(Private sector)</b>	(1,2)=5,(3,5)=10,>=6=12	<b>12</b>
Ongoing/completed data entry/ scanning/digitization/printing projects <b>(Government Sector)</b>	(1,2)=5,(3,5)=10,>=6=12	<b>12</b>
Data entry/ scanning project with order value Rs. 5 lacs	(1,2)=5,(3,5)=10,>=6=12	<b>12</b>
<b>Total Marks</b>		<b>100</b>

**Presentation Evaluation Criteria:**

Sr. no.	Evaluation Criteria	Max. Marks
1	Approach & methodology for Data entry work	10
2	Expertise in executing similar kind of project (Past experience & performance)	20
3	Proposed deployment of hardware infrastructure at each location.	10
4	Proposed deployment of manpower at each location	10
5	Quality of Scanning and Cleaning of Records	10
<b>Total Marks</b>		<b>50</b>

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

## ANNEXURE-9

### Locations of SC&DLR offices where data entry work is to be done

Sr. no	Division	Sr no	District	Sr no	City survey office & address/office phone or mobile of officer/employee	Property cards
1	Ahmedabad	1	Ahmedabad	1	City Survey Superintendent Sanand Mamlatdar office Compound, Near Police station, Sanand-382110 phone - officer 9428734395	31532
				2	City Survey Superintendent Dholka Mamlatdar office Compound, Opp. Railway Station, Dholaka.-387810 phone -(02714) 221713	51487
		2	Mehsana	3	City Survey Superintendent Mehsana Block 4, 3rd floor, M.S. building, Raj mahel compound, Mehsana phone (02762) 223776	40997
				4	City Survey Superintendent Unza Near Bloj Mataji Mandir, Unza-384170 phone- (02765) 256687	14760
				5	City Survey Superintendent Vijapur Mamlatdar office Compound, Vijapur, 382870 phone- (0276) 220855	10116
				6	City Survey Superintendent Visnagar Mamlatdar office Compound, Darbar Road, Vishnagar-384315 phone - (02765) 230155	27551
		3	Patan	7	City Survey Superintendent Patan Bhadra, Patan. 384265 phone - (2766) 220324	49758
				8	City Survey Superintendent Sidhpur Mamlatdar office Compound, Sidhpur.- 384151	24779

					phone -02767 (220948)	
		4	Banaskantha	9	City Survey Superintendent Palanpur Joravar Palace Compound, Near Head Post office, Palanpur-385 001 phone(02742) 252622	22714
				10	City Survey Superintendent Disa Mamlatdar office Compound, Disa- 385 535 phone - ( 02744) - 226727	24238
		5	Sabarkantha	11	City Survey Superintendent Himatnagar Opp. District Session Court, Himatnagar-383001 phone (02772) 244599	23741
				12	City Survey Superintendent Modasa Opp Telephone Exchange, Modasha-383315	30180
		6	Gandhinagar	13	City Survey Superintendent Gandhinagar 7th floor, Multi storeyed building, Near Pathikashram, Gandhinagar-382011 phone (079232) 45164	5773
				14	City Survey Superintendent Kalol Mamlatdar office Compound, Kalol-382721	888
<b>Total of Ahmedabad Division</b>						<b>357626</b>
2	Vadodara	7	Vadodara	15	City Survey Superintendent Chotaudepur Opp. Power House, Near Dy. Collector Resident, Chotaudepur- 391 175 phone - (02669)232987	675
				16	City Survey Superintendent Dabhoi Mamlatdar office Compound, Dabhoi-391110	36281

					phone -(02663) 254096	
		8	Panchmah al	17	City Survey Superintendent Godhra Survey Bhavan, 2th Floor, Collector office Compound, Godhara-389001 phone - (02672) 241506	40167
		9	Dahod	18	City Survey Superintendent Dahod Collector office Compound, Dahod- 389351 phone - (02673) 222936	10553
		10	Kheda	19	City Survey Superintendent Kheda Treasury Office Compound, Kheda-387 411 phone (02694) 222055	48741
				20	City Survey Superintendent Nadiyad Station Road, Uper State Bank, Nadiyad- 387 001	41584
				21	City Survey Superintendent Kapadwanj Mamlatdar office Compound, Kapadwanj - 387620 phone (02691) 252320	38153
		11	Anand	22	City Survey Superintendent Anand Dy. Collector office Compound, Opp. Amul Dairy Anand-388001 phone (02692) 240052	12669
				23	City Survey Superintendent Petlad Mamlatdar office Compound, Petlad - 388450 phone (02697) 224200	25563
				24	City Survey Superintendent Khmbhat Kanshara Bazar, Khambhat- 388620 phone (02698) 220537	17426
				25	City Survey Superintendent Umreth Nagarpalica Office Compound, Unmreth - 388 220 phone (02602) 278583	12231

<b>Total of Vadodara Division</b>						283368
3		12	Surat	26	City Survey Superintendent Olpad Opp. Parimal Cinema, Olapad -394540 phone (02621) 221089	2497
				27	City Survey Superintendent Bardoli Mamlatdar office Compound, Bardoli - 394 601 phone (02621) 221089	14901
		13	Tapi	28	City Survey Superintendent Vyara Dy. Collector office Compound, Vyara -394 650	22220
		14	Valsad	29	City Survey Superintendent Valsad Mamlatdar office Compound, Opp. Eye Hospital, Valsad-396 001 phone (02632) 242852	23624
				30	City Survey Superintendent Vapi Opp. Nagarpalica Office, Vap i- 396 191	25040
		15	Navsari	31	City Survey Superintendent Navsari M.S. Building, Juna thana, Ground Floor, Navsari- 396445 phone (02637) 259598	51785
					DILR Navsari	10095
		16	Bharuch	32	City Survey Superintendent Bharuch Behind K.U. Petrol Pump, Station Road Bharuch- 392001 phone (02642) 263943	43480
				33	City Survey Superintendent Jambusar Mamlatdar office Compound, Jambusar- 392 150 phone(02644) 221210	18011
		17	Narmada	34	City Survey Superintendent Rajpipla Mamlatdar office Compound, Rajpipala - 393 145	28639

					phone(02640) 222263	
<b>Total of Surat Division</b>						<b>240292</b>
		18	Rajkot	35	City Survey Superintendent Gondal Opp. Bhuvneshwary Temple, 2- Mahadev vadi, Gondal- 360 311 phone (02825) 221589	7322
				36	City Survey Superintendent Jetpur Kankiya Plot, Opp. Dasha sheemali Vanic vadi, Jetpur- 360370	14860
				37	City Survey Superintendent Upleta Ganesh Bhavan, Tagor Marg, Upleta-360 490 phone (02826) 220085	13320
				38	City Survey Superintendent Morbi Karticvila, Uper Indian Bank, Morbi-363 641 phone (02822) 232657	256
		19	Jamnagar	39	City Survey Superintendent Jamkhamhlia Maheshul Bhavan, Jamkhambhadiya- 361 305 phone (0288) 266348	14664
		20	Kutch	40	City Survey Superintendent Bhuj New M.S. Building, Mundara Road, Bhuj, 370 001 phone (02832) 230316	10242
				41	City Survey Superintendent Anjar Opp. Gadhawali Town Hall, Anjar-370110 phone (02836) 242504	26767
<b>Total of Rajkot Division</b>						<b>51673</b>
5	Bhavnagar	21	Bhavnagar	42	City Survey Superintendent Palitana Chhella Chakala, Taleti Road, Palitana, -364 270 phone	1107

					(02848) 252458	
		22	Amreli	43	City Survey Superintendent Amreli Survey Bhavan, Rajmahel, Compound, Amreli-365601 phone (02792) 223323	4627
		23	Junagadh	44	City Survey Superintendent Veraval Bandar Road, Alana Building, Veraval-362 265 phone (02876) 241334	23067
		24	Porbandar	45	City Survey Superintendent Porbandar Block 23, 1st floor, Jilla Sewa Sadan -2 Court Compound, Sandipani Ashram road Porbandar -360575 phone (0286) 2222027	41430
		25	Surendranagar	46	City Survey Superintendent 1 Surendranagar Survey Bhavan, Opp. Doordarshan Kendra. Surendranagar- 363 001 PHONE (02752)285493	36182
				47	City Survey Superintendent 2 Surendranagar Survey Bhavan, Opp. Doordarshan Kendra. Surendranagar- 363 001 PHONE (02752)285493	33141
<b>Total of Bhavnagar Division</b>						<b>139554</b>
<b>Grand Total</b>						<b>1072513</b>