

**RFP for Selection  
of  
Service Provider  
for  
Scanning & Digitization of Records  
for  
Grievance Redressal Authority for  
Sardar Sarovar Project Affected Persons**

**Tender No: SWT08112019187**

**Bid Processing Fees: 1,770/-**

**Earnest Money Deposit: 15,000/-**



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[www.gil.gujarat.gov.in](http://www.gil.gujarat.gov.in)

**Last date for submission of queries: 16.11.2019 up to 1500 hrs**  
**Date of Pre-Bid Meeting: 18.11.2019 at 1500 hrs**  
**Last date of Submission of Bids: 28.11.2019 up to 1500 hrs**  
**Opening of Technical Bid: 28.11.2019 at 1600 hrs**

## Abbreviation

GRA	Grievance Redressal Authority
DST	Department of Science & Technology, GoG
GoG	Government of Gujarat
SDC	State Data Center
GIL	Gujarat Informatics Limited
ITB	Instruction to Bidder
EMD	Earnest Money Deposit
GCC	General Condition of Contract
SCC	Special Condition of Contract
PBG	Performance Bank Guarantee
TSP	Total Solution Provider

## Table of Contents

<b>1. SECTION I: INVITATION FOR BIDS .....</b>	<b>7</b>
<b>2. SECTION II: INSTRUCTIONS TO BIDDERS .....</b>	<b>10</b>
<b>A. INTRODUCTION .....</b>	<b>10</b>
2.1 Source of Funds .....	10
2.2 Pre-Qualification Criteria .....	10
2.3 Cost of Bidding.....	11
<b>B. BIDDING DOCUMENTS.....</b>	<b>11</b>
2.4 Contents of Bidding Documents .....	11
2.5 Clarification of Bidding Documents .....	11
2.6 Amendment of Bidding Documents .....	12
<b>C. PREPARATION OF BIDS .....</b>	<b>12</b>
2.7 Language of Bid .....	12
2.8 Documents Comprising the Bid .....	12
2.9 Bid Form.....	12
2.10 Bid Prices.....	12
2.11 Bid Currency .....	13
2.12 Period of Validity Bids .....	13
2.13 Format and Signing of Bid.....	13
<b>D. SUBMISSION OF BIDS.....</b>	<b>13</b>
2.14 Sealing and Marking of Bids.....	13
2.15 Deadline for Submission of Bids .....	13
2.16 Late Bids.....	14
2.17 Modification and Withdrawal of Bids.....	14
<b>E. OPENING AND EVALUATION OF BID .....</b>	<b>14</b>
2.18 Opening of Bids by GIL .....	14
2.19 Clarification of Bids.....	14

2.20 Preliminary Examination.....	15
2.21 Contacting GIL/GRA .....	15
<b>F. AWARD OF CONTRACT.....</b>	<b>15</b>
2.22 Post-qualification .....	15
2.23 Award Criteria .....	15
2.24 GRA/GIL’s Right to Accept Any Bid and to reject any or All Bids.....	15
2.25 Notification of Awards .....	16
2.26 Signing of Contract .....	16
2.27 Corrupt or Fraudulent Practices .....	16
2.28 Interpretation of the clauses in the Tender Document / Contract Document.....	17
<b>3. SECTION II: GENERAL CONDITION CONTRACT.....</b>	<b>18</b>
3.1 Definitions.....	18
3.2 Application.....	19
3.3 Country of Origin.....	19
3.4 Standards.....	19
3.5 Use of Contract Documents and Information .....	19
3.6 Patent Rights, Copy Right.....	20
3.7 Earnest Money Deposited (EMD)/Bid Security.....	20
3.8 Performance Security/Performance Bank Guarantee (PBG) .....	20
3.9 Inspections and Tests.....	21
3.10 Delivery and Documents .....	21
3.11 Incidental Services .....	21
3.12 Payment .....	21
3.13 Prices.....	22
3.14 Contract Amendments .....	22
3.15 Assignment.....	22
3.16 Delays in the Service Provider’s Performance .....	22

3.17 Termination for Default or otherwise.....	22
3.18 Force Majeure .....	23
3.19 Termination for Insolvency .....	23
3.20 Termination for Convenience .....	23
3.21 Resolution of Disputes .....	24
3.22 Governing Language .....	24
3.23 Applicable Law.....	24
3.24 Taxes and Duties .....	24
3.25 Binding Clause .....	24
3.26 GIL/GRA, reserves the right: - .....	24
3.27 Manpower Support: .....	24
4. SECTION IV: SPECIAL CONDITIONS OF CONTRACT .....	25
4.1 Time Limit for RD Project.....	25
4.2 Payment: .....	25
4.3 Penalty Clause.....	25
4.4 Right to use defective software/equipment.....	26
4.5 Service Provider's Integrity .....	26
4.6 Supplier/ Service Provider's Obligations.....	26
4.7 Hardware Installation.....	27
4.8 Inspections.....	27
5. SECTION V: SCOPE OF WORK .....	28
6. SECTION VI: BID FORM.....	33
7. SECTION VII: BIDDER'S AUTHORISATION CERTIFICATE .....	34
8. SECTION VIII: FORMAT OF EARNEST MONEY DEPOSIT IN FORM OF BANK GUARANTEE	35
9. SECTION V: PERFORMANCE BANK GUARANTEE .....	37
10. SECTION VI: TECHNICAL BID FORMS .....	38
11. SECTION VIII: FINANCIAL BID FORMS.....	40

<b>12. ANNEXURE-1: SELF DECLARATION.....</b>	<b>41</b>
<b>13. Annexure - 2: Format of Affidavit.....</b>	<b>43</b>
<b>14. ANNEXURE-3: Work Specifications.....</b>	<b>45</b>
<b>1) Role of the Government Department/GRA.....</b>	<b>45</b>
<b>2) Role of the Service Provider (SP) .....</b>	<b>45</b>
<b>3) Other Conditions:.....</b>	<b>46</b>

## 1. SECTION I: INVITATION FOR BIDS

Gujarat Informatics Limited on behalf of Grievance Redressal Authority for Sardar Sarovar Project Affected Persons, Government of Gujarat, invites bids for **“Selection of Service Provider for Scanning & digitization of Records for Grievance Redressal Authority for Sardar Sarovar Project Affected Persons, Ahmedabad”**

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 the said work.

1. The bidders may download the tender document from website of Gujarat Informatics Limited ([www.gil.gujarat.gov.in](http://www.gil.gujarat.gov.in) & <https://gil.nprocure.com>).
2. This RFP document is not transferable.
3. No Consortium will be allowed.
4. Bidders shall submit bid processing fees of Rs. **1,770/-** in the form of Demand Draft in the name of “Gujarat Informatics Ltd.” payable at Gandhinagar along with the covering letter.
5. Bidders shall submit Bid security/EMD of Rs. **15,000/** - (Rupees Fifteen thousand Rupees only) in the form of Demand Draft OR in the form of an unconditional Bank Guarantee (which should be valid for 9 months from the last date of bid submission) of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2019/50/DMO dated 18.06.2019, dated 27.04.2016 and dated 01.05.2017 issued by Finance Department or further instruction issued by Finance department time to time; in the name of “Gujarat Informatics Ltd.” payable at Gandhinagar (as per prescribed format given at Section 11) and must be submitted along with the covering letter.
6. Your bid should reach at GIL Office on or before date & time specified in Section 1 of this documents.

There shall be **sealed envelopes (EMD & Bid Processing Fee)** in the main sealed cover with the heading “Selection of Service Provider for Scanning & digitization of Records for Grievance Redressal Authority for Sardar Sarovar Project Affected Persons, Ahmedabad”

- I. An envelope with the heading **“EMD & Bid Processing Fee along with Affidavit”** for the tender for Selection of Service Provider for Scanning & digitization of Records for Grievance Redressal Authority for Sardar Sarovar Project Affected Persons, Ahmedabad Containing the E.M.D. & Bid Processing Fees

**Proposals after due time period will not be accepted.**

**7. Important Information**

Sl. No.	Information	Details
1.	Last Date, Time for submission of written queries for clarification only by e-mail as per predefine format.	<b>16.11.2019 up to 1500 hrs</b> <a href="mailto:nitintatu@gujarat.gov.in">nitintatu@gujarat.gov.in</a> <a href="mailto:sanketp@gujarat.gov.in">sanketp@gujarat.gov.in</a> ;
2.	Place, Date and Time for the Pre bid meeting	<b>18.11.2019 at 1500 hrs</b> Conference Room, Gujarat Informatics Ltd. Block No. 2, 2 <sup>nd</sup> Floor, C & D Wing Kramyogi Bhavan, Sector-10A Gandhinagar
3.	Last date and time for submission of EMD/ Bid Security & Bid Processing fees in GIL (physical) along with Affidavit as given format in annexure 2.	<b>28.11.2019 up to 1500 hrs</b>
4.	Last Date and Time for the Submission of Proposal (Technical and Commercial bid online in <a href="https://gil.nprocure.com">https://gil.nprocure.com</a> )	<b>28.11.2019 up to 1500 hrs</b>
5.	Place, Date and Time for opening of Technical Proposals	<b>28.11.2019 at 1600 hrs</b> Gujarat Informatics Ltd. Block No. 2, 2 <sup>nd</sup> Floor, C & D Wing Kramyogi Bhavan, Sector-10A Gandhinagar
6.	Contact person for queries	DGM (App & Dev.), Gujarat Informatics Limited
7.	Address for communication	DGM (App & Dev.), Gujarat Informatics Ltd. Block No. 2, 2 <sup>nd</sup> Floor, C & D Wing Kramyogi Bhavan, Sector-10A Gandhinagar
8.	Earnest Money Deposit	Rs. 15,000/- (No relaxation to anyone including SSI units)
9.	Place, date and time for opening of financial/commercial proposal	The place, date and time for opening of financial/commercial proposal will give to the technically qualified bidder later on.
10.	Bid validity	180 days



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

8. Technical and Financial bids will be opened in the presence of bidders' or their representatives who choose to attend on the specified date and time.
9. Financial bids of only eligible bidder matching the pre-qualification criteria of the bids will be opened.
10. In the event of the date specified for receipt and opening of bid being declared as a holiday by Govt. of Gujarat, the due date for opening of bids will be the next working day at the appointed time.
11. Gujarat Informatics Ltd/GRA reserve the right to accept or reject any tender offer without assigning any reason.
12. The document/papers prepared in this connection shall be the property of the GRA/GIL and will have to be deposited with the GRA after the work is over.
13. Bid validity period is 180 days.

## 2. SECTION II: INSTRUCTIONS TO BIDDERS

### A. INTRODUCTION

#### 2.1 Source of Funds

- 2.1.1 Grievance Redressal Authority for Sardar Sarovar Project Affected Persons, Ahmedabad invites services provider for availing the service of Scanning & digitization of Records for Grievance Redressal Authority for Sardar Sarovar Project Affected Persons, Ahmedabad as mention in the Scope of work
- 2.1.2 The Work order for the required service will be placed to the selected service provider by GRA directly and the payment for the service mention in the said work order will be made directly by the GRA from their own source of fund as per financial terms and condition of RFP.

#### 2.2 Pre-Qualification Criteria

The firm/company meeting the following eligibility criteria will be considered for financial bid opening.

Sr No.	Pre-Qualification Criteria	Attachments
1	The Bidder should be in the business of Scanning related services for at least three years as on 31 <sup>st</sup> March 2019.	Company Incorporation Certificate must be submitted for the same along with copy of work order/client certificate older than three years.
2	Total turnover of the firm should be at least Rs. 50 lacs during the each of last three financial years or cumulative of Rs. 1.5 crore in last three years (2016-17, 2017-18, 2018-19) in the business of scanning related services.	Bidder should have to submit the copies of the audited Balance sheet and profit and loss accounts.  Also CA certificate mentioning turnover of Scanning related services.
3	Bidder should have ongoing/completed at least 3 such Scanning projects in Gujarati and English with each of value more than 10 lacs in the last five years as on last date of submission of bid.	Copy of Work Orders or Completion Certificates from the client.
4	The bidder should have handled at least 30 lacs documents in the last three years.	Copy of Work Orders or Completion Certificates from the client.
5	The Bidder should have ISO 9001:2015 or latest certification for Data Entry/ Scanning / Digitization and related services.	Submit a copy of the requisite certificate.
6	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	Self-Declaration as Annexure-1

	mentioning that the Bidder 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.	
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### 2.3 Cost of Bidding

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

## B. BIDDING DOCUMENTS

### 2.4 Contents of Bidding Documents

- 2.4.1 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 in format 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 its bid.

### 2.5 Clarification of Bidding Documents

- 2.5.1 A prospective bidder requiring any clarification of the bidding documents may seek clarification of his/her query on the date indicated on RFP clause of this document. GIL/GRA will respond to any request for the clarification of any bidding documents, which it receives during the meeting on the date mentioned on the RFP clause of this document. GIL shall hold a pre-bid meeting with the prospective bidders on date & time given in Section 1.
- 2.5.2 The Bidders will have to ensure that their queries for pre-bid meeting should reach to Name, Address, Fax and email id of the officer mentioned by post, facsimile or email on or before on date & time given in Section 1.

Bidder's Request For Clarification			
Name of Organization submitting request		Name & position of person submitting request:	Address of organization including phone, fax, email points of contact
Sr. No.	Bidding Document Reference (Clause /page)	Content of RFP requiring clarification	Points of Clarification required
1			
2			

Gujarat Informatics Limited shall not be responsible for ensuring that the bidder's queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the GIL/GRA.

## **2.6 Amendment of Bidding Documents**

- 2.6.1 At any time prior to the deadline for submission of bids, GIL/GRA may, for any reason, whether on its own initiative or in response to the clarification may change their bidding document by amendment; the amendment will be uploaded online through <https://gil.gujarat.gov.in> and <https://gil.nprocure.com/>.
- 2.6.2 In order to allow prospective bidders reasonable time to consider the amendments while preparing their bids, GIL/GRA at its discretion, may extend the deadline for submission of bids.
- 2.6.3 At any time prior to the last date for receipt of bids, GIL may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by a corrigendum.
- 2.6.4 Any such corrigendum shall be deemed to be incorporated into this RFP.

## **C. PREPARATION OF BIDS**

### **2.7 Language of Bid**

- 2.7.1 The proposal prepared by the bidder, as well as all correspondence and documents relating to the bid exchanged by the bidder and GIL shall be in English language. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an appropriate translation of the relevant document in the English language and in such a case, for purpose of interpretation of the Bid, the translation shall govern.

### **2.8 Documents Comprising the Bid**

- 2.8.1 The bid prepared by the Bidder shall comprise of the following documents:
- a. Cover of EMD, Bid Processing Fee and Affidavit (Physical at GIL)
- 2.8.2 Technical Bid and a Financial Bid completed in accordance with ITB Clauses 2.9, 2.10 and 2.11 (online)
- 2.8.3 The bid documents and addendums (if any) together shall be considered as final and self-contained bid document notwithstanding any previous correspondence or document issued by GIL/GRA.

### **2.9 Bid Form**

- 2.9.1 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.

### **2.10 Bid Prices**

- 2.10.1 The bidder shall indicate the prices in the format mentioned in the financial bid.
- 2.10.2 The following points need to be considered while indicating prices:
- a) The prices quoted should also include, inland transportation, insurance and other local costs incidental to delivery of the goods and services to their final destination within the state of Gujarat.
  - b) The rates of any Indian duties, VAT/GST and other taxes which will be payable by the Client on the goods (if any) if this contract is awarded, should

be quoted separately. The taxes will be extra and payable on invoice amount as on actual basis.

c) Invoicing shall be from Gujarat only.

2.10.3 The Bidder's separation of the price components in accordance with the ITB Clause 2.10.2 above will be solely for the purpose of facilitating the comparison of bids by GIL and will not in any way limit the Client's right to contract on any of the terms offered.

## **2.11 Bid Currency**

2.11.1 Prices shall be quoted in Indian Rupees only.

## **2.12 Period of Validity Bids**

2.12.1 Bids shall be valid for 180 days after the date of bid opening. The GIL/GRA shall reject a bid validity for a shorter period as non-responsive.

2.12.2 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.

2.12.3 Bid evaluation will be based on the bid prices without taking into consideration the above changes.

## **2.13 Format and Signing of Bid**

2.13.1 Bidders have to submit the bids physically at GIL. All supporting documents in the form of scanned copies submitted physically should have sign and seal of the bidder.

2.13.2 Before filling in any of the details asked, bidders should go through the entire bid document and get the required clarifications from GIL/GRA during the pre-bid conference.

## **D. SUBMISSION OF BIDS**

### **2.14 Sealing and Marking of Bids**

2.14.1 All bids must be submitted online through <https://gil.nprocure.com> as per the formats mentioned in the same using digital signature.

2.14.2 Telex, cable, e-mailed or facsimile bids will be rejected.

### **2.15 Deadline for Submission of Bids**

2.15.1 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 GIL, the bids will be received up to the appointed time on the next working day.

2.15.2 GIL may, at its discretion, extend this deadline for submission of bids by amending the bid documents in accordance with ITB Clause 2.6, in which case all rights and obligations of GIL and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

## **2.16 Late Bids**

2.16.1 Any bid received by GIL after deadline for submission of bids prescribed by GIL pursuant to ITB Clause 2.15, will be rejected and /or return unopened to bidder.

## **2.17 Modification and Withdrawal of Bids**

2.17.1 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>.

2.17.2 No bid may be modified subsequent to the deadline for submission of the bids.

2.17.3 No bid may be withdrawn in the interval between the deadline for submission of bids and the expiry 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 security, pursuant to ITB clause 2.12.

## **E. OPENING AND EVALUATION OF BID**

### **2.18 Opening of Bids by GIL**

2.18.1 GIL will open all bids (only pre-qualification at the first instance), in the presence of Bidder or his representative who choose to attend, and at the following address:

**Gujarat Informatics Limited  
Block No.2, 2<sup>nd</sup> Floor, C & D Wing,  
Karmayogi Bhavan, Gandhinagar.**

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.

2.18.2 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 GRA, 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 pursuant to ITB Clause 2.18.

2.18.3 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.

2.18.4 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.

2.18.5 The bidder with lowest quote (L1) will be awarded the contract.

### **2.19 Clarification of Bids**

2.19.1 During evaluation of bids GRA/GIL may, at its discretion, ask the bidder for a clarification of its bid. GRA/GIL may also ask for rate analysis of any or all items and if rates are found to be unreasonably 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.

## **2.20 Preliminary Examination**

- 2.20.1 GIL will examine the bids to determine whether they are complete, whether any computational errors have been made, whether sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- 2.20.2 If a bid is not substantially responsive, it will be rejected by GIL and may not subsequently be made responsive by the bidder by correction of the non-conformity.
- 2.20.3 Conditional bids are liable to be rejected.

## **2.21 Contacting GIL/GRA**

- 2.21.1 Subject to ITB Clause 2.19, no Bidder shall contact GIL/GRA on any matter relating to its bid, from the time of the bid opening to the time of contract is awarded. If he wishes to bring additional information to the notice of GIL/GRA, he should do so in writing. GIL/GRA reserves its right as to whether such additional information should be considered or otherwise
- 2.21.2 Any effort by a bidder to influence 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.

## **F. AWARD OF CONTRACT**

### **2.22 Post-qualification**

- 2.22.1 An affirmative determination will be a prerequisite for the award of the contract to the Bidder. A negative determination will result in rejection of Bidder's bid, in which event the department will proceed to the next lowest evaluated bid to make a similar determination of the Bidder's capabilities to perform the contract satisfactorily.

### **2.23 Award Criteria**

- 2.23.1 Subject to ITB Clause 2.25, GRA will award the contract to the successful bidder decided as per the evaluation procedure mentioned in ITB clause no. 2.18 mentioned above.
- 2.23.2 GRA reserves the right to award the contract to the bidder whose bid may not have been determined as the lowest evaluated bid, provided further that the bidder is determined to be qualified to perform the contract satisfactorily.
- 2.23.3 GRA reserves the right to award the contract in part to more than one bidder, provided further that the bidder(s) are determined to be qualified to perform the contract satisfactorily.

### **2.24 GRA/GIL's Right to Accept Any Bid and to reject any or All Bids**

- 2.24.1 GRA/GIL reserve the right to accept or reject any bid, and to cancel the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for GIL' action.

## **2.25 Notification of Awards**

- 2.25.1 Prior to the expiration of the period of the bid validity, concerned department will notify the successful bidders in writing, to be confirmed in writing by registered letter, that his bid has been accepted.
- 2.25.2 The notification of award will constitute the formation of the Contract.

## **2.26 Signing of Contract**

- 2.26.1 At the same time as GRA notifies the successful Bidder that its bid has been accepted, GRA will send Contract Form, incorporating all the agreements between two parties (i.e. GRA & Bidder).
- 2.26.2 Within 15 days of receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to GRA.

## **2.27 Corrupt or Fraudulent Practices**

- 2.27.1 GRA requires that the bidders under this tender observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, GRA defines for the purposes of this provision, the terms set forth as follows:
  - d) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the procurement process or in contract execution: and
  - e) "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or an execution of a contract to detriment of the GRA/GIL and includes collusive practice among the bidders (Prior to or after the bid submission) designed to establish bid prices at artificial non-competitive level and to deprive the GRA/GIL of the benefit of the free and open competition.
- 2.27.2 GRA shall reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices and same shall be conveyed to Dept of Science & Technology/GIL or black listed by any of the Department of Government of Gujarat in competing for the contract in question.
- 2.27.3 GRA shall declare a firm ineligible, and black listed 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. The same shall be conveyed to Dept of Science & Technology/GIL.
- 2.27.4 If Any of the qualifying documents submitted by the bidder are found to be fraudulent or bogus at any time after the award of contract, the contract shall liable to be terminated at immediate effect.
- 2.27.5 If it is found that bidder have violated/ infringement of any Indian or foreign trademark, patent register, design, or other intellectual property rights, department shall terminated the contract of bidder and / or declare a firm ineligible and black listed either indefinitely or for stated period.



## **2.28 Interpretation of the clauses in the Tender Document / Contract Document**

- 2.28.1 In case of any ambiguity in the interpretation of any of the clauses in Bid Document or the Contract Document, GIL's interpretation of the clauses shall be final and binding on all parties.
- 2.28.2 However, in case of doubt as to the interpretation of the bid, the bidder may make a written request prior to the pre-bid conference to;
- Gujarat Informatics Limited  
Block No.2, 2<sup>nd</sup> Floor, C & D Wing,  
Karmayogi Bhavan, Sector-10A, Gandhinagar.
- 2.28.3 GRA/GIL may issue clarifications to all the bidders as an addendum. Such an addendum shall form a part of the bid document /Contract document.

### 3. SECTION II: GENERAL CONDITION CONTRACT.

#### 3.1 Definitions

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

- a) "The Contract" means the agreement entered into between GRA and the service provider(SP), as recorded in the Contract Form Signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;
- b) "The Contract Price" means the price payable to the service provider under the Contract for the full and proper performance of its contractual obligations;
- c) "Services" means "all the services mentioned in scope of work of this document"
- d) "GCC means the General Conditions of Contract contained in this section.
- e) "GRA" means client availing the service from the SP.
- f) "The Client's Country" is the country named in GCC.
- g) "The SP means service provider" means the individual or firm supplying the and / or Services under this Contract.
- h) "Day" means a working day.
- i) "Critical deliverables" means the deliverables supplies by SP
- j) "Time required for approval" means the time lapsed between the date of submission of a critical deliverable (complete in all respect for all the business functions /services) and the date of approval excluding the intermediate time taken by the Service Provider for providing clarifications/modifications and communication.
- k) The "Bid Document" and "Tender Document" are the same.
- l) "The Project Site", wherever applicable, means the place or places where the work is to be executed.
- m) "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 the scope of work has become functional & the transactions can be done on computers.
- n) "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
  - 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.
- o) 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.

**3.2 Application**

- 3.2.1 These General Conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them.

**3.3 Country of Origin**

- 3.3.1 All Services rendered under the Contract shall have their origin in the member countries and territories eligible i.e. India
- 3.3.2 The origin of Services is distinct from the nationality of the service provider.

**3.4 Standards**

- 3.4.1 The software supplied under this Contract shall conform to the standards and when no applicable standard is mentioned; to the authoritative standard appropriate to the country of origin and such standards shall be the latest issued by the concerned institution.

**3.5 Use of Contract Documents and Information**

- 3.5.1 The service provider shall not, without GRA'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 the 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 so far as may be necessary for purposes of such performance.
- 3.5.2 Any document, other than the Contract itself, shall remain the property of GRA and shall be returned (in all copies) to GRA on completion of the service provider's performance under the Contract if so required by GRA.
- 3.5.3 The service provider shall permit GRA to inspect the service provider's accounts and records relating to the performance of the service provider and to have them audited by auditors appointed by GRA, if so required by GRA.
- 3.5.4 The bid and all materials submitted to the GRA/GIL must be considered confidential and must be submitted in sealed envelope clearly marked as "Confidential".
- 3.5.5 The Service Provider shall permit GRA/GIL to inspect the service providers accounts and records relating to performance of the service provider with regards to this contract and to have them audited by auditors appointed by GRA/GIL, if so required by GRA/GIL.

### **3.6 Patent Rights, Copy Right**

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

### **3.7 Earnest Money Deposited (EMD)/Bid Security**

- 3.7.1 The bidder shall furnish, as part of its bid, an Earnest Money Deposit in the form of Demand Draft or in the form of an unconditional Bank Guarantee (which should be valid for 9 months from the last date of bid submission) of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2019/50/DMO dated 18.06.2019, 27.04.2016 and 01.05.2017 issued by Finance Department or further instruction issued by Finance department time to time; in the name of "Gujarat Informatics Ltd." payable at Gandhinagar as per prescribed format given at Form 5.4) and must be submitted along with the covering letter.
- 3.7.2 Proposals not accompanied by EMD shall be rejected as non-responsive.
- 3.7.3 The successful bidder's bid security will be discharged from GIL only after the signing of the contract and submission of performance security.
- 3.7.4 Unsuccessful bidder's EMD will be discharged / refunded as promptly as possible, but not later than 30 days of the validity period of the bid.
- 3.7.5 The EARNEST MONEY DEPOSIT shall be forfeited:
- 3.7.5.1 If a bidder withdraws its bid during the period of bid validity specified by the bidder on the bid form;
  - 3.7.5.2 Or in case of a successful Bidder, if the Bidder fails to sign the Contract; or to furnish the performance security.
  - 3.7.5.3 No exemption for submitting the EMD will be given to any agency.

### **3.8 Performance Security/Performance Bank Guarantee (PBG)**

- 3.8.1 The successful Bidder has to furnish a security deposit so as to guarantee his/her (Bidder) performance of the contract.
- 3.8.2 The Successful bidder has to submit Performance Bank Guarantee @ 10% of total order value within 15 days from the receipt of notification of award for the duration of warranty of all 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/10/2019/50/DMO Dated 18.06.2019, dated 27.04.2016 & 01.05.2017 issued by Finance Department or further instruction issued by Finance department time to time. (The draft of Performance Bank Guarantee is as per Section V).
- 3.8.3 The Performance Security shall be in the form of Bank Guarantee valid for 12 months from the date of issue of work order.
- 3.8.4 The proceeds of the performance security shall be payable to the GRA as compensation for any loss resulting from the Service provider's failure to complete its obligations under the Contract.

- 3.8.5 The Performance Security will be discharged by GRA and returned to the Bidder on completion of the bidder's performance obligations under the contract.
- 3.8.6 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.
- 3.8.7 No interest shall be payable on the Performance Bank Guarantee amount. GRA 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.

### **3.9 Inspections and Tests**

- 3.9.1 100% verification shall be done by service provider and issue verification certificate after completion of work.
- 3.9.2 10% verification will be done by the staff of concerned GRA officials weekly and in case any error found, the penalty shall be imposed as per the penalty clause.

### **3.10 Delivery and Documents**

- 3.10.1 Delivery of the Goods shall be made by the Service Provider in accordance with the terms specified by GRA in the Notification of Award.
- 3.10.2 The Vendor should provide scanned data in DVD/Hard disc after completion of whole work.

### **3.11 Incidental Services**

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

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

### **3.12 Payment**

- 3.12.1 The Payment will be released after completion of the work.
- 3.12.2 The service provider request(s) for payment to GRA along with the 2 original copies of invoice and necessary documents. The invoice should be in English language and Gujarat based.
- 3.12.3 Any penalties imposed on the agency for non-performance will be deducted from the payments.
- 3.12.4 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.
- 3.12.5 Payment will be made within a month's time from the date of receipt of bill, provided there is no dispute.
- 3.12.6 In case of delay, the agency will be penalized as per penalty clause.

### **3.13 Prices**

3.13.1 Prices payable to the service provider as state in the contract shall be fixed during the performance of the contract.

### **3.14 Contract Amendments**

3.14.1 Subject to GCC clause no, 3.13 No variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

### **3.15 Assignment**

3.15.1 The service provider shall not assign, in whole or in part, its obligations to perform under the Contract, except with GRA prior written consent.

### **3.16 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/GRA.
- 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/GRA 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/GRA 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.

### **3.17 Termination for Default or otherwise**

3.17.1 GRA 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 services within the period(s) specified in the Contract, or within any extension thereof granted by GRA; or
- b) If the service provider fails to perform any other obligation(s) under the Contract.
- c) If the service provider, in the judgment of GRA 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;”

- d) If the Service Provider fails to conform to the quality requirement laid down/third party inspection/consultants opinion.
- 3.17.2 If Bidder has violated / infringement of any Indian or foreign trademark, patent, registered design or other intellectual property rights. Certificate / affidavit regarding non-violation / infringement of any Indian or foreign trademark, patent, registered design or other intellectual property rights.

### **3.18 Force Majeure**

- 3.18.1 Notwithstanding anything contained in the tender, the SP shall not be liable for liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failures to perform its obligations under the agreement is the result of an event of Force Majeure.
- 3.18.2 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.
- 3.18.3 If a force Majeure situation arises, the service provider shall promptly notify GRA in writing within 10 days of such conditions and the cause thereof. Unless otherwise directed by GRA in writing, the service provider shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure.

### **3.19 Termination for Insolvency**

- 3.19.1 GRA may at any time terminate the Contract by giving written notice to the Supplier / service provider, if the Supplier / service provider becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Supplier / 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 GRA.

### **3.20 Termination for Convenience**

- 3.20.1 GRA by written notice sent to the service provider, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for GRA’s convenience, the extent to which performance of the service provider under the Contract is terminated, and the date upon which such termination becomes effective.
- 3.20.2 The services / software that is complete and ready for rendering / deployment within 30 days after the service provider’s receipt of notice of termination shall be accepted by GRA at the Contract terms and prices. For the remaining services, GRA may elect:

- a) To have any portion completed and delivered at the Contract terms and prices; and/or
- b) To cancel the remainder and pay to the service provider an agreed amount for partially completed services / software and for services / software previously procured by the service provider.

### **3.21 Resolution of Disputes**

3.21.1 In this regard GRA doesn't go for any arbitration on dispute and GRA's decision will be final and binding on the service provider. The venue of mediation/ arbitration shall be Ahmedabad/ as may be fixed by the mediator/ arbitrator.

### **3.22 Governing Language**

3.22.1 The contract shall be written in English language. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in the same language.

### **3.23 Applicable Law**

3.23.1 The Contract shall be interpreted in accordance with the laws of the Union of India and that of State of Gujarat.

### **3.24 Taxes and Duties**

3.24.1 Service providers shall be entirely responsible for all taxes, duties, license fees, octroi, road permits, etc., incurred until delivery of the contracted software/ services to RD. However, VAT/GST/Service Tax in respect of the transaction between GRA and the service provider shall be payable extra as on actual at the time of invoicing.

### **3.25 Binding Clause**

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

### **3.26 GIL/GRA, reserves the right: -**

- 3.26.1 To vary, modify, revise, amend or change any of the terms and conditions mentioned above; or
- 3.26.2 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.
- 3.26.3 The decision regarding acceptance of tender by GIL/GRA will be full and final.
- 3.26.4 Conditional tenders shall be summarily rejected.
- 3.26.5 RD is free to phase out the work if it feels it necessary.

### **3.27 Manpower Support:**

- 3.27.1 The service provider will be bound to supply Support Manpower with good antecedents as specified in the Manpower deployment Plan.
- 3.27.2 All salaries and statutory benefits will have to be borne by the service provider & no payments will be made by these offices.
- 3.27.3 In case of absence of any of his employee, the service provider should provide alternative person the next day.



## 4. SECTION IV: SPECIAL CONDITIONS OF CONTRACT

### 4.1 Time Limit for RD Project

Sr. no	Milestone	Timeline
1	Scanning of printed/hand written A4 / Legal Size page (Output shall be searchable PDF with minimum 300 dpi resolution) including meta data entry with basic retrieval software	3 months from award of work order

### 4.2 Payment:

4.2.1 Payment for the service shall be made in Indian Rupees as follows:

Sr. No	Activity	Payment
1.	Scanning of printed/hand written A4 / A3 / Legal Size page (Output shall be searchable PDF with minimum 300 dpi resolution) including meta data entry with basic retrieval software	<ul style="list-style-type: none"><li>• 95% Payment after completion of the work</li><li>• 5% payment will be release after migration to DMS developed and provided by the department in future or 6 months from the completion of work whichever comes first.</li></ul>

### 4.3 Penalty Clause

4.3.1 If the Service Provider is not executing the contract to the satisfaction of GRA/GIL, then may invoke any or all of the following clauses.

4.3.1.1 Forfeit the performance Guarantee Amount. Or

4.3.1.2 Impose a proportionate penalty of the delivered price of the unperformed services. Or

4.3.1.3 Terminate the contract without giving any notice.

### 4.3.2 Quality:

100% accuracy shall be maintained in Scanning. For accuracy less than 100%, the penalty will be deducted as mentioned below and service provider should not have entitled for the payment of the particular extra work for maintaining accuracy.

It will be the bidder's responsibility to scan the documents on high resolution i.e. 300 dpi. An output resolution of 300 dpi (dot per inch) with 100 scaling factor should be aimed to deliver a print out of A4 size.

**Level of Accuracy (in percentage)**

>= 98.00 && < 99.00

>= 95.00 && < 98.00

>= 90.00 && < 95.00

<90

**Penalty**

- 01% of the order value

- 02% of the order value

- 5% of the order value

- No Payment

4.3.3 Delays in deliverables: If the service provider does 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 5 weeks.

4.3.4 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 Meta data entry. If any documents are 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.

<b>SLA Measures</b>	<b>No. of Documents</b>	<b>Action</b>	<b>Flat Penalty Rs.</b>
<b>Damage of Pages</b>	1	Rectify it/ repair the same on immediate basis	NIL
	2 to 5	Rectify it/ repair the same on immediate basis	Rs. 500 per page
	Above 5	Rectify it/ repair the same on immediate basis	Rs. 1000 per Page
<b>Permanent loss of Pages</b>	1	---	Rs. 1000 per Page
	2 to 5	---	Rs. 1500 per Page
	Above 5	---	Rs. 2000 per Page

**4.4 Right to use defective software/equipment**

4.4.1 If after delivery, acceptance and installation and within the guarantee and warranty period, the operation or use of the software/equipment proves to be unsatisfactory, the Purchaser shall have the right to continue to operate or use such software/equipment until rectification of defects, errors or omissions by debugging / repair or by partial or complete replacement is made without interfering with GRA's operation.

**4.5 Service Provider's Integrity**

4.5.1 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.

**4.6 Supplier/ Service Provider's Obligations**

4.6.1 The Service Provider is obliged to work closely with GRA's staff, act within its own authority and abide by directives issued by GRA.

- 4.6.2 The Service Provider will abide by the job safety measures prevalent in India and will free GRA 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 GRA responsible or obligated.
- 4.6.3 The Service Provider is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanor.
- 4.6.4 The Service Provider will treat as confidential all data and information about GRA, 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 GRA.

#### **4.7 Hardware Installation**

- 4.7.1 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.

#### **4.8 Inspections**

- 4.8.1 GRA/GIL will do the technical inspections as required. Service Provider will provide all assistance to GRA/GIL staff to enable periodic technical/administrative/operational verification of the system.
- 4.8.2 Backup data on daily basis.

## 5. SECTION V: SCOPE OF WORK

Grievance Redressal Authority for Sardar Sarovar Project Affected Persons, Ahmedabad, Govt. of Gujarat has old records like office files / legal documents / Reports of last 20 years.

The Service Provider shall have to carry out the Scanning, Meta data entry & Indexing of the Old Records for office of Grievance Redressal Authority for Sardar Sarovar Project Affected Persons, Ahmedabad.

Service Provider will have to Scan the Documents in min. resolution of 300 dpi and submit the same in Hard Disk along with the retrieval software. They have to submit indexed print out of the files scanned.

The retrieval software should be capable of quick search, retrieval, viewing and printing of the data-base and PDF files as well as physical location, Class no. of the file. The Retrieval software should be capable of searching within image-PDF files (searchable PDF Files). All rights of the software will be reserved with Revenue Department.

### Scanning Records of approx. - Gujarati + English

Sr. No.	Size	Approx. Quantity
1	A4	1,50,000/-
2	Legal/A3	50,000 /-
Total		2,00,000/-

Note: the volume of work will be increase or decrease by 10%

The output of scanning should be minimum 300 dpi resolution and Searchable PDF format, OCR, multilingual character recognition support.

### Responsibilities of the Service Provider (SP): -

1. The SP shall have to work at Grievance Redressal Authority for Sardar Sarovar Project Affected Persons, Ahmedabad. The Final list of files / records / Reports will be provided by department.
  - a. Location of Work: **Grievance Redressal Authority for Sardar Sarovar Project Affected Persons, Old High Court Annexe Building Navarangpura Ahmedabad - 380009**
2. The SP should ensure that Scanners / Manpower are deployed to the maximum capacity in the space provided by Department to complete the project as per timelines. The Department will provide only the space & electricity.
3. All statutory obligations of the service provider towards his employees shall be fulfilled by SP and GRA shall not be responsible for any such obligations
4. The SP shall be responsible to do the pagination of each records or file before starting scanning. It shall be part of scanning work, if required. No extra cost for the same will be given to the service provider.
5. The selected bidder shall be responsible to use **ADF/Overhead/Flatbed scanner** with minimum resolution of **300 or higher dpi**.

6. The quality and clarity of scanning should be beyond doubt and the department decision in this regard will be final.
7. 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.
8. The Service Provider shall responsible to scan all the pages of the books and carry out Quality Checks in order to ensure that the scanning quality is good and the pages are perfectly scanned and flagged.
9. The scanned images to be saved in PDF form.
10. A log register should be properly maintained detailing all the movement of document (office files/documents) and should be returned with all the pages intact and secured.
11. The SP has to accordingly adhere to the timelines and non-maintaining of the timeline may invite penalty as mentioned in penalty clause.
12. The entire process of digitization of records would involve retrieval of the files / records / Reports from the storage place, open the bundles held in lots, remove the staple pin, Scanning each page of all Set, Digitizing, indexing, uploading, stamping the physical documents and finally re-bundle the files / records / Reports (after stapling) in lots and hand over to the authorized person of the department for re-storage.
13. The successful bidder shall ensure complete secrecy and confidentiality of the documents handed over to it. Disclosure of document in any form by the successful bidder shall be considered breach of contract.
14. The bidder shall use only licensed and authentic Software.
15. **Scanning Type:** Gray Scale
16. Service Provider software should be capable of customizes form format, viewing, editing, quick search, Meta data Search and retrieval and customize reports as required by the Department. All the fields on the search and indexing should be in English only.
17. **No. of Filed required for search criteria(META data):**
  - a. Case Number.
  - b. Year of Opening file.
  - c. Applicant's Name
  - d. Subject
  - e. R&R Site
  - f. Year of Closure

### **Broad steps involved in Scanning/Digitization:**

#### **Step 1: File Identification.**

1. Identifying the quality and condition of the documents. Documents will be in form of files. Majority documents have only text, photographs but a few may have graphics.
2. Scanning documents will have the following paper size (A4 / Legal and others).

#### **Step 2: Receiving the files.**

The following includes:

1. Collection of documents from Department Official.
2. Cleaning, Dusting and Fumigation of Documents.

3. Page number needs to be captured by SP at the bottom of the page for noting and corresponding side papers. Numbering has to be done for all pages. SP should ensure and cross check the numbers captured to verify the numbers captured are in sequence for all pages.
4. SP will accept the physical files. As part of this verification, the SP is advised to verify the document/ file quality with the Department Official and any discrepancy should be brought to the notice of the Department representative.
5. Under NO circumstances shall the documents be changed, Mutilated, destroyed or replaced by some other documents.
6. Inward the documents in the log register module of the application as followed:
  1. Name of the document collected.
  2. Number of pages in the document (A4/Legal/A3/others)
  3. Collected from (Official Name)
  4. Collected by and Signature (SP Representative)
  5. Date of collection.
  6. Expected date of return.
  7. Returned to (Department Official) – Name and Signature.
  8. Returned by ( SP representative)
  9. Actual date of return.
7. SP should ensure that number of pages in each document is accurately captured and is then cross-checked with the number of pages scanned. SP should maintain order of documents without disturbing the chronology of the documents and without mixing pages between different documents. In case of unavailability of required documents or pages missing or documents missing, it should be highlighted to the customer representative.

### **Step 3: Preparation**

Each paper page is prepared for scanning by:

1. De-filing
2. De-stapling, removing paper clips
3. Unbinding
4. Smoothing edges, orienting direction
5. Segregating and sorting documents.
6. Pasting of torn documents and physical preparation of Documents

### **Step 4: Scanning/Quality Checking of documents:**

#### **Use of ADF Scanners/Overhead scanners/ Flatbed Scanners:**

1. Depending upon the nature and quality of documents the SP shall deploy ADF/ Overhead scanners/ flatbed scanners, as the case may be. The choice of scanners depends completely on the condition of the document. The number of the scanners to be deployed to depend on local requirement. This may increase depending on the daily target achieved. Timelines of the project will be **3 months**. In case the document is very torn and cannot be fed in the sheet feeder, then

flatbed scanner should be used. In case the document cannot be scanned using any type of scanner, digital camera can be used as image capturing device.

2. Each paper page is scanned and all the pages in the file is stored as one of digital file searchable PDF formats using appropriate scanners with high quality document and image results. Scanning to be done on **300 DPI** resolutions grey scale. The images are stored under PDF format with maximum image quality with minimum storage capacity. In case the documents are not legible it needs to be scanned on high resolution. Quality of the scanned images for skewing, de-skewing, despeckling, cropping, removing black noise around the text cleansing of images etc. shall be carried out by operator. Scanned image should be replica of the original document.
3. Quality check after scanning is of utmost importance. Service Provider should ensure quality of work. SP should check scanned records for DPI, image Quality, Format, Noise removal etc.
4. Service provide should ensure the following Quality check in the document:
  1. The Scanned Image should not be too dark / too light.
  2. The Scanned Image should not have been captured under improper lighting.
  3. The Scanned Image should not have been cropped from any side.
  4. The orientation of the image should be right.
  5. The color is consistent in all the images and not patchy.
  6. The Scanned image should not be skewed.
  7. The Scanned image should not be blurred.
  8. There should not be any data loss due to folds.
  9. There should not be any data loss due to tight binding and bulge at the center.
  10. There should not be extra darkness at the edges.

#### **Step 5: Post Scanning / handing over the files.**

1. After the scanning, the digital files will be tagged and stored in the drive.
2. SP is required to take back up of incremental data at the end of the day. The backup shall be taken on hard disk in a secured storage for data retrieval in case of emergency. SP to ensure data security and confidentiality while taking back up.
3. After scanning, the physical document should be filed together / tagged in the same form as it was given for scanning by the SP representative at the beginning.
4. Each page shall be serially arranged and shall be counted while giving the documents back.
5. SP to maintain and return the documents in their original form to the Department representative.
6. Any damage to the documents collected shall make the **vendor liable to penalty as specified.**
7. User Manual and Training to the department.

#### **Step 6. Indexing.**

Indexing to be carried out post completion of Quality check.

**5.1.1 Deliverables:**

1. Service Provider will have to Scan the Documents in min. resolution of 300 dpi and submit the same in 2 Hard Disk along with the retrieval software. They have to submit indexed print out of the files scanned.
2. The retrieval software should be capable of quick search, retrieval, viewing and printing of the data-base and PDF files as well as physical location, Class no. of the file. The Retrieval software should be capable of searching within image-PDF files (searchable PDF Files). All rights of the software will be reserved with Revenue Department.
3. Work Progress report on Weekly/Monthly Basis.
4. Service provider will be responsible for uploading the scanned documents to DMS developed and provided by the department in future. 5% of payment will be release after migration to DMS developed and provided by the department in future or 6 months from the completion of work whichever comes first.

**5.1.2 Search Criteria**

1. Effective mechanism enabling efficient search and retrieve document handling
2. Records can be searched specifying various criteria's included in the metadata.
3. 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.
4. 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"
5. 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.
6. OCR Search: System provides the facility of Optical Character Recognition from scanned documents
7. Multi language- multilingual character recognition support.



**6. SECTION VI: BID FORM**

Date:

Tender No:

To,  
DGM (App. & dev)  
Gujarat Informatics Limited  
02<sup>nd</sup> Floor, Block -2, C & D Wing, Karmayogi Bhavan,  
Sector – 10A, Gandhinagar - 382010  
Gujarat, India

Dear Sir,

Having examined the Bidding Documents including Addenda Nos. \_\_\_\_\_ (insert numbers, if any), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to render **“Selection of Service Provider for Scanning & digitization of Records for Grievance Redressal Authority for Sardar Sarovar Project Affected Persons, Ahmedabad”**

in conformity with the said bidding documents for the same as per the technical and financial bid and such other sums as may be ascertained in accordance with the Financial Bid attached herewith and made part of this bid. We have not placed any condition for the bid on our part and agree to bind ourselves to the terms and conditions of this tender unconditionally. Any conditions placed by us elsewhere in the present bid are hereby withdrawn unconditionally.

We undertake, if our bid is accepted, to render the services in accordance with the delivery schedule which will be specified in the contract document that we will sign if the work order given to us.

If our bid is accepted, we will obtain the guarantee of a bank for the sum indicated as per tender document for the due performance of the Contract, in the form prescribed by GRA.

We agree to abide by this bid for a period of 180 (One hundred and eighty only) days after the date fixed for bid opening of the Instruction to Bidders and it shall remain binding upon us and may be accepted at any time before the expiration 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.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

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

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2018

Signature

(in the capacity of)

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

**7. SECTION VII: BIDDER'S AUTHORISATION CERTIFICATE**

**To,  
Collector,  
Grievance Redressal Authority for Sardar Sarovar Project Affected Persons,**

<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

**8. SECTION VIII: FORMAT OF EARNEST MONEY DEPOSIT IN FORM OF BANK GUARANTEE**

Ref:

Bank Guarantee No.

Date:

To,  
DGM (App & Dev)  
Gujarat Informatics Limited  
02<sup>nd</sup> Floor, Block -2, C & D Wing, Karmyogi Bhavan,  
Sector – 10A, Gandhinagar - 382010  
Gujarat, India

Whereas ----- (here in after called "the Bidder") has submitted its bid dated ----- in response to the Tender no: XXXX for RFP for **“Selection of Service Provider for Grievance Redressal Authority for Sardar Sarovar Project Affected Persons”** KNOW ALL MEN by these presents that WE ----- having our registered office at ----- (hereinafter called "the Bank") are bound unto the \_\_\_\_\_, Gujarat Informatics Limited in the sum of ----- for which payment well and truly to be made to Gujarat Informatics Limited , the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this -----day of -----2018.

THE CONDITIONS of this obligation are:

1. The E.M.D. may be forfeited:
  - a. if a Bidder withdraws its bid during the period of bid validity
  - b. Does not accept the correction of errors made in the tender document;
  - c. In case of a successful Bidder, if the Bidder fails:
    - (i) To sign the Contract as mentioned above within the time limit stipulated by purchaser or
    - (ii) To furnish performance bank guarantee as mentioned above or
    - (iii) If the bidder is found to be involved in fraudulent practices.
    - (iv) If the bidder fails to submit the copy of purchase order & acceptance thereof.

We undertake to pay to the GIL/Purchaser up to the above amount upon receipt of its first written demand, without GIL/ Purchaser having to substantiate its demand, provided that in its demand GIL/ Purchaser will specify that the amount claimed by it is due to it owing to the occurrence of any of the abovementioned conditions, specifying the occurred condition or conditions.

This guarantee will remain valid up to 9 months from the last date of bid submission. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that the guarantee herein contained shall continue to be enforceable till the OWNER/PURCHASER discharges this guarantee

The Bank shall not be released of its obligations under these presents by any exercise by the OWNER/PURCHAER of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of the OWNER/PURCHASER or any other indulgence shown by the OWNER/PURCHASER or by any other matter or things.

The Bank also agree that the OWNER/PUCHASER at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the SELLER and not withstanding any security or other guarantee that the OWNER/PURCHASER may have in relation to the SELLER's liabilities.

Dated at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_.

\_\_\_\_\_

Signed and delivered by

\_\_\_\_\_

For & on Behalf of

Name of the Bank & Branch &  
Its official Address

Approved Bank: Any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2019/50/DMO dated 18.06.2019, dated 27.04.2016 and Dated 01.05.2017 issued by Finance Department or further instruction issued by Finance department time to time.

**9. SECTION V: PERFORMANCE BANK GUARANTEE**

To: \_\_\_\_\_

WHEREAS \_\_\_\_\_ (Name of Service provider) hereinafter called "service provider" has undertaken, in pursuance of Contract No. \_\_\_\_\_ dated \_\_\_\_\_ to render services for \_\_\_\_\_ hereinafter called "The Contract". AND WHEREAS it has been stipulated by you in the said Contract that the SP shall furnish you with a Bank Guarantee by any 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) for the sum specified therein as security for compliance with the Supplier / SP's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Supplier / SP a Guarantee:

WE, THEREFORE, hereby affirm that we are Guarantors and responsible to you, on behalf of the SP, up to a total of \_\_\_\_\_ (Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the SP to be in default under the Contract and without cavil or arguments, any sum or sums within the limit of \_\_\_\_\_ (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand of the sum specified therein.

This guarantee is valid until the \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_

Signature and Seal of Guarantors

\_\_\_\_\_  
Date \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_

Approved Bank: Any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2015/508/DMO dated 27.04.2016 and dated 01.05.2017 issued by Finance Department or further instruction issued by Finance department time to time.

## 10. SECTION VI: TECHNICAL BID FORMS

### 10.1 Particulars of the Bidder's organization

Sr. No	Particulars	Details to be furnished	
1.	Details of responding company		
a)	Name		
b)	Address		
c)	Telephone		Fax
d)	Website		
2.	Details of Contact Person		
a)	Name		
b)	Designation		
c)	Address		
d)	Telephone no.		
e)	Mobile no.		
f)	Fax no.		
g)	E-mail		
3.	Details of Authorized Signatory (please attach proof)		
a)	Name		
b)	Designation		
c)	Address		
d)	Telephone no.		
e)	Mobile no.		
f)	Fax no.		
g)	E-mail		
4.	Information about responding company (please attach proof)		
a)	Status of company (Public Ltd. / Pvt. Ltd etc)		
b)	No. of years of operation in India		
c)	Details of Registration	Date	
d)	Details of Quality Certifications		
e)	Locations and addresses of offices		

### 10.2 Bid Processing Fees & Earnest Money Deposit Details

Sr. No.	Item	Amount (In Rs.)	Name of the Bank & Branch	Demand Draft No.
1	Bid Processing Fees			
2	Earnest Money Deposit (E.M.D.)			

**10.3 Financial strength of the bidder**

Financial Year	Turnover (Rs. In Lacs)
2016-17	
2017-18	
2018-19	

**10.4 Details of completed/ongoing projects of Data Digitization/ Scanning of Documents.**

Name of department (with address contact persons and numbers	Brief Description of projects	Responsibility or role of the Bidder in the Project	Order value (Rs)	Completion Date

(Please attach relevant client certificates + Work Order/Agreement)

**10.5 Work Schedule**

Sr. No.	Activity	Weekly							
		1	2	3	4	5	6	...	N
1									
2									
3									
N									

Bidders are required to furnish the following details

Signature \_\_\_\_\_

Name \_\_\_\_\_

Date \_\_\_\_\_  
\_\_\_\_\_

Place \_\_\_\_\_  
\_\_\_\_\_

Seal

**10.6 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.

## 11. SECTION VIII: FINANCIAL BID FORMS

### Financial Bid Format

Sr. No	Particular	Min. Resolution required	Approx. Total Volume	Cost per page (Rs.)	Total Cost (Rs.)
		(A)	(B)	(C)	(D= B*C)
1	A4 Size	300 dpi	150000		
2	Legal/A3 Size	300 dpi	50000		

**Note:**

- Cost of Scanning of Per Printed/hand written **Legal /A4/ A3 Size** pages including meta data entry and retrieval software (**Output of A4 Size PDF with minimum 300 dpi resolution (Per page charge)**)
- All taxes are extra as applicable at the time of invoicing.
- The bidder with lowest quote (L1) will be awarded the contact.
- The overall L1 bidder has to match the item wise L1 rate.
- In case of the two or more bidders have quoted the same price who qualified as (L1) then revised price bid will be required to submit by (L1) bidders.
- For any more such type of scanning work in future, the same rate quoted in the financial bid will apply for 3 years from the date of WO.



## 12.ANNEXURE-1: 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 services for Scanning of Records, 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 180 days after the date fixed for opening of 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 March, 2017. 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 \_\_\_\_\_ 2018

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.

### 13. Annexure – 2: Format of Affidavit

#### (TO BE SUBMITTED PHYSICALLY)

(To be submitted IN ORIGINAL on Non-Judicial Stamp Paper of Rs 100/- duly attested by First Class Magistrate/ Notary public)

I/We, \_\_\_\_\_, age \_\_\_\_\_ years residing at \_\_\_\_\_ in capacity of \_\_\_\_\_ M/s. \_\_\_\_\_ hereby solemnly affirm that

- 1) All General Instructions, General Terms and Conditions, as well as Special Terms & Conditions laid down on all the pages of the Tender Form, have been read carefully and understood properly by me which are completely acceptable to me and I agree to abide by the same.
- 2) I / We have submitted following Certificates / Documents for T.E. as required as per General Terms & Conditions as well as Special Terms & Conditions of the tender

Sr. No.	Name of the Document
1	
2	

- 3) All the Certificates / Permissions / Documents / Permits / Affidavits are valid and current as on date and have not been withdrawn / cancelled by the issuing authority.
- 4) It is clearly and distinctly understood by me that the tender is liable to be rejected if on scrutiny at any time, any of the required Certificates / Permissions / Documents / Permits / Affidavits is / are found to be invalid / wrong / incorrect / misleading / fabricated / expired or having any defect.
- 5) I / We further undertake to produce on demand the original Certificate / Permission / Documents / Permits for verification at any stage during the processing of the tender as well as at any time asked to produce.
- 6) I / We also understand that failure to produce the documents in "Prescribed Proforma" (wherever applicable) as well as failure to give requisite information in the prescribed Proforma may result in to rejection of the tender.
- 7) My / Our firm has not been banned / debarred / black listed at least for three years (excluding the current financial year) by any Government Department / State Government / Government of India / Board / Corporation / Government Financial Institution in context to purchase procedure through tender.
- 8) I / We confirm that I / We have meticulously filled in, checked and verified the enclosed documents / certificates / permissions / permits / affidavits / information etc. from

every aspect and the same are enclosed in order (i.e. in chronology) in which they are supposed to be enclosed. Page numbers are given on each submitted document. Important information in each document is "highlighted" with the help of "marker pen" as required.

- 9) The above certificates / documents are enclosed separately and not on the Proforma printed from tender document.
- 10) I / We say and submit that the Permanent Account Number (PAN) given by the Income Tax Department is \_\_\_\_\_, which is issued on the name of \_\_\_\_\_ [Kindly mention here either name of the Proprietor (in case of Proprietor Firm) or name of the tendering firm;1, whichever is applicable].
- 11) I / We understand that giving wrong information on oath amounts to forgery and perjury, and I/We am/are aware of the consequences thereof, In case any information provided by us are found to be false or incorrect, you have right to reject our bid at any stage including forfeiture of our EMD/PBG/cancel the award of contract. In this event, this office reserves the right to take legal action on me/us.
- 12) I / We have physically signed & stamped all the above documents along with copy of tender documents (page no. ---- to -- ).
- 13) I / We hereby confirm that all our quoted items meet or exceed the requirement and are absolutely compliment with specification mentioned in the bid document.
- 14) My / Our Company has not filed any Writ Petition, Court matter and there is no court matter filed by State Government and its Board Corporation, is pending against our company.
- 15) I / We hereby commit that we have paid all outstanding amounts of dues / taxes / cess / charges / fees with interest and penalty.
- 16) In case of breach of any tender terms and conditions or deviation from bid specification other than already specified as mentioned above, the decision of Tender Committee for disqualification will be accepted by us.

Whatever stated above is true and correct to the best of my knowledge and belief.

**Date:**

**Stamp & Sign of the Tenderer**

**Place:**

**(Signature and seal of the Notary)**

## **14. ANNEXURE-3: Work Specifications**

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

### **1) Role of the Government Department/GRA**

1. The GRA will provide space for the project work at its offices as specified in the scope of works.
2. The GRA will carry out random checking of the scanned records and the data-base.
3. In order to ensure that the documents are safe and do not go in any unauthorized hands, the GRA will depute its supervisor(s) at the site of scanning/data entry.
4. At the end of the process, the GRA will receive the documents, scanned documents in USB Hard drive for RD and indexed printout with retrieval software.
5. GRA shall provide the storage of Data

### **2) Role of the Service Provider (SP)**

1. Arranging necessary computing, scanning hardware or software.
2. Receive the Records along-with covering lists from GRA Officials. The Service Provider will have to maintain Registers for receiving the book and subsequent dispatch/handing over to the Authorized Officers of the GRA.
3. The Service Provider must ensure that the records are not damaged/mutilated/defaced/alterd in any manner. The scanning equipment will be of such quality so that they do not damage the records.
4. Feeding the covering list into the computer and checking the records for discrepancy, if any, between the records and its covering list provided by the GRA.
5. Scanning the records and putting them in the same batches together as they were received along-with the covering list indicating discrepancies, if any. Unbinding/Un-stapling the records will not be allowed.
6. Printing a check list of the data relating to records so as to ensure 100 percent accuracy of the data base. It is to be remembered that the data base will be checked randomly by the GRA and any error found will be penalized as per the penalty clause.
7. Writing the database on USB hard drive and check lists, binding them and finally delivering them to the GRA.
8. The Service Provider will have to ensure that the entire work of scanning, Meta data entry (if any) is done at the site and that no records 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, GRA will provide the space. No rent will be charged for the use of space. Rates should be quoted taking this factor into account.
13. The Scanning work should commence within 15 days from the date of receipt of letter of Intent.

14. The Service Provider should move all his equipment into the premises provided for the job and undertake the work at the said premises. The records shall not be moved out of these premises.

### **3) Other Conditions:**

1. Authentication of the said work shall be done by the authorized person of GRA.
2. Documents scanned to be periodically subject to checks for verification of the quality of documents.
3. The bidder can have a look at the documents in GRA Office, if he feels it is required.
4. The staff of the GRA 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 GRA staff will provide documents which will be numbered & tied in batches.
5. **Forfeiture of Security Deposit:**

The security deposit will be forfeited in the following cases:

  - 5.1 When works/services are not successfully executed as per requirement mentioned in the tender document. i.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.
  - 5.2 When successful bidder terminate the works/services in during execution period.
  - 5.3 When any issue raised in quality or services during warranty period.
6. The bidder shall use only licensed and authentic Software.
7. Any material necessary for the said work will not be supplied by this office.
8. Any foreign material required for the said work shall be obtained at the own risk and It will be responsibility of the bidder. No help or extra charges will be made for this.
9. The Bidder shall remove all his equipment's 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.
10. Bidder shall be held personally responsible for any type of destruction/ mishandling of the documents, since the documents are originals.
11. 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.
12. 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.
13. The compensation against the damages if any to the electrical equipment's and other immovable material / equipment's in the room allotted are found, shall be recovered from the amount due to the bidder.
14. 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.

15. All furniture, infrastructure, Air-conditioner (if the service provider feels it is required) shall be provided by the bidder at his own cost.
16. 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.
17. Outside work will not be permitted.