

RFP/ BID DOCUMENT



**GOVERNMENT OF MADHYA PRADESH
INSPECTOR GENERAL OF REGISTRATION AND SUPERINTENDENT OF STAMPS**

Panjiyan Bhawan
Opposite Old Vidhan Sabha
Malviya Nagar
Bhopal - 462003 (MP)

BID NO. IGR- 2/2013

**APPOINTMENT OF AGENCY FOR DIGITIZATION OF OLD REGISTERED
DOCUMENTS OF REGISTRATION AND STAMPS DEPARTMENT**

Received Rs.....
Issued to M/s.....
Vide M.R. No.....
Dated.....

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GLOSSARY

Abbreviations	
GoMP/GOMP	Government of Madhya Pradesh
HQ	Head Quarter
IGRS	Inspector General of Registration and Stamps
IT	Information Technology
NIB	Notice Inviting Bid
O & M	Operations and Maintenance
PAS	Property Administration System
PSU	Public Sector Undertaking
QoS	Quality of Service
RFP	Request for Proposal
SDC	State Data Centre
SL	Service Levels
SLA	Service level agreement
SRO	Sub-Registrar Office
SR	Sub-Registrar
UPS	Uninterrupted Power Supply
SP	Service Provider
DRS	Department of Registration and Stamps
MP	Madhya Pradesh
DIG	Deputy Inspector General
DRO	District Registrar Office
EMD	Earnest Money Deposit
MPSWAN	Madhya Pradesh State Wide Area Network
LD	Liquidated Damages
BIFR	Board for Industrial and Financial Reconstruction
BG/PBG	Bank Guarantee/Performance Bank Guarantee

SECTION-I: NOTICE INVITING BID (NIB)/ TENDER (NIT)

Sealed Bids are invited FOR APPOINTMENT OF AGENCY FOR DIGITIZATION OF OLD REGISTERED DOCUMENTS OF REGISTRATION AND STAMPS DEPARTMENT, details of events are given in the table below:

BID Reference No.: IGRS- 2/2013

Date: 31/08/2013

Name of the Assignment	APPOINTMENT OF AGENCY FOR DIGITIZATION OF OLD REGISTERED DOCUMENTS OF REGISTRATION AND STAMPS DEPARTMENT
Name of Authority	Inspector General of Registration and Superintendent of Stamps, MP
Date of Publishing of Notice Inviting Tenders (NIT)	31-08-2013
Date of Commencement of Sale of Bid Document	31-08-2013
Cost of Bid Document	Cash or Demand Draft issued by Scheduled Bank (Indian) in favour of "Accounts Officer, Office of the Inspector General of Registration and Superintendent of Stamps", payable at "Bhopal" of Rs.5,000 (non-transferable & non-refundable)
Last date for submission of written queries for clarifications and deviations	05-09-2013
Date and Time for Pre-Bid Meeting	06-09-2013 3:00 PM IST
Release of Response to Clarifications	12-09-2013
Last Date and Time For Sale of Bid Document	19-09-2013 1:00 PM IST
Last Date and Time for receipt of Bids	19-09-2013 2:00 PM IST
Date and Time of opening of Technical Bids	19-09-2013 at 3 PM IST
Date of Presentation by the Bidders	19 & 20-09-2013
Date of declaration Technically qualified Bidders	25-09-2013
Date and Time of opening of financial Bids	26-09-2013 at 3 PM IST
Bid Security (EMD)	Rs. 10 Lakhs only (Rs. Ten Lakhs Only)
Validity period of Bid Security / Earnest Money Deposit (EMD)	One Hundred Eighty days (180 days)
Proposal Validity Period	For a period of "SIX MONTHS" and for a further period of "ONE MONTH" as an exigency for any unforeseen delay in evaluation and award of contract to the successful Bidder, from the date of submission of the Bids
Place of sale, submission and Opening of Bids and Pre Bid Meeting	Office of the Inspector General of Registration and Superintendent of Stamps Bhopal.
Address for Communication	Inspector General of Registration and Superintendent of Stamps, Panjiyan Bhawan, Opposite Old Vidhan Sabha, Malviya Nagar, Bhopal-462003, M.P.

	Telephone No-0755 2441953 , Fax – 0755 2441941 E mail id –igrebpl@mp.nic.in Web site: http://www.igrs.mp.gov.in
Tender can be downloaded from	http://www.igrs.mp.gov.in
Commencement of the Assignment	As per the Letter of Award/ Letter of Intent.

Note: This Tender Document is not transferable.

1. Prospective Bidders are encouraged to undertake a preliminary study of the Department, at their own cost.
2. The department reserves the rights to reject any or all the Bids in whole or in part at any time without mentioning any reasons thereof.

**Inspector General (IG)
Registration & Stamps Department,
Govt. of Madhya Pradesh**

SECTION-II: INTRODUCTION

1. The Inspector General of Registration and Superintendent of Stamps, Government of Madhya Pradesh intends to carry out DIGITIZATION OF OLD REGISTRATION DOCUMENTS at its 231 Record Rooms (SROs), in four zones across Madhya Pradesh State.
2. The Department of Registration and Stamps (DRS) is responsible for registration of various types of documents, related to property transfer. DRS register documents to the tune of approximately 6 Lakhs every year and there is approx. 5% growth every year.
3. The major departmental activities at different levels are as under: -
 - a) All the DIGO, DROs and SROs in the state work under the administrative control and supervision of the IGRS. IGRS monitors various activities of the department, under various sections of Stamp Act.
 - b) SROs work under control and supervision of DROs of respective districts. DROs deal with cases under different sections of Registration and Stamp Act. DROs accept sealed wills for deposition. DROs also work as licensing authorities for issuance of licenses for Document Writers and Stamp Service Providers, whereas DIGOs are supervisory authority for DROs and SROs in the state.
 - c) SROs perform registration of various types of documents including Documents relating to property transfer. Search and inspection of documents registered earlier and kept in Record Rooms (legacy documents) is permitted according to the provisions of the Registration Act. SROs issue certified copies of documents, search reports and non-encumbrance certificates.
4. Detail information about functions and working procedures of department is available in the Registration and Stamp Act, Rules & Manual.
5. The IGRS Department desires to appoint agencies zone wise for digitization of the Legacy documents. Such documents are currently available with the department in respective record rooms at SROs. The data in the documents has to be entered in to the application which will be provided by the department.

Number of total registered Documents relating to transfer of immovable properties for last 13 years (from 01-04-2000 to 31-03-2013) in all Zones is approx 69 Lakhs.

SECTION-III: SCOPE OF WORK

1. Objectives of Digitization (Data Entry)

The need for preservation of records, coupled with need for improving accessibility (which can only be achieved by digital storage and an efficient database management retrieval system) is the need of the department. In view of the above, the primary objectives of the proposed digitization initiative are:

1.1 Accessibility and Availability – The record digitization would make the IGRS records more accessible to end users, both within the department's premises as well as those who cannot personally visit the SRO. Even if only the metadata is made available on the internet / intranet in the first phase, this will greatly improve the speed and convenience of accessing documents and information held by the IGRS.

1.2 Enhance Search ability – Primary objective of digitization of old records to provide facility of online search to end users which are at present available on manual basis only.

2. General Information

2.1 The project requires the selected Bidders to provide services promptly and with certainty to the Registration and Stamps Department in all 4 Zones. All the activities performed by the selected Bidder shall be closely monitored by committee designated by the Department.

2.2 Zone wise approx number of records available for digitization in respective record rooms is given below :

Sr. No.	Zone Name	Total No. of Records	No. of Record Rooms for Data Entry	No. of Minimum Data Entry Operators and Computers
1	Indore, Ujjain	2292000	72	386
2	Gwalior, Chambal, Sagar	1849000	66	304
3	Jabalpur, Rewa, Shahdol	1576000	52	256
4	Bhopal, Narmadpuram	1177000	41	192
Total (Approx)		6900000	231	1138

Note- The number of records mentioned in the Bid document is indicative and may vary.

- 2.3 The DRS has also taken up separately the project of computerization of the registration process through the Property Administration System (PAS), which will, when implemented, enable online search facility of various types of registered documents for citizens.
- 2.4 There are 232 SR Offices across the state. The digitization work has to be accomplished at 231 record rooms situated in various SROs across the state within 12 months from date of signing the agreement.
- 2.5 Scanning of documents is not in the scope of this project.
- 2.6 The Department will provide the software for data entry (hereinafter referred to as Application) Installation of software onto the hardware system and networking will have to be done by the selected Bidder.
- 2.7 The Application will work offline i.e. without any connectivity to the department's data center. The Meta data captured and finalized will be exported by the Application to a specified location or folder and thereafter exported files shall be uploaded to data center through a medium or connectivity decided by the department, which in most case shall be connectivity through MPSWAN.

3. Description of Tasks

IGRS is interested in awarding the data entry work to the competent Service Providers / Bidders on a turnkey basis, whereby the Service Providers/ selected Bidders shall be responsible for digitizing the data of the documents related to the registration of property documents. The data entry work is to be completed in 13 months from the date of signing of agreement. The Service Providers shall bring in all the required hardware and supporting equipment to carry out the work and achieve the daily output and quality targets as specified by the IGRS. Once the project commences, the IGRS shall evaluate the Service Provider's performance based upon the outputs provided and the IGRS reserves the right to ask the Service Provider to replace any equipment with similar equipment in better condition or superior equipment if the output does not meet the requirements of the IGRS, The project shall have the following components:

- 3.1 Preparation of detailed action plan for data entry of documents, for each of the record room allotted to the Service Provider in the form of PERT chart.
- 3.2 Setting up a fully equipped data entry facility in the record rooms for carrying out data entry work of the registered documents (as per Annexure 2).
- 3.3 The Service Provider would be responsible for safe custody of the volumes issued from the controlling officer and on completion of data entry the Service Provider's representative or operators will return back the volumes in same condition to the controlling officer.
- 3.4 The SP has to digitize the records for a period of 13 Years i.e. from FY 2000-2001 to FY 2012-2013.
- 3.5 Uploading of the verified data on to Department's server through SWAN.
- 3.6 Service Provider will carry out the digitization in the Application provided by the Department. All the data entry will be carried out in Hindi.

- 3.7 Meta data for each document would be captured by two data entry operators separately and parallelly, through the application.
- 3.8 A mismatch list has to be printed on an A4 size paper and submitted to the SR.
- 3.9 Mismatches have to be verified and corrected by the SP from the original document It shall be the responsibility of the Bidder to correct the mismatches. After incorporating corrections, the mismatch report will be signed by operator and certified as “verified from original and corrected” and kept as record.
- 3.10 The final sign off for the complete data entry work would be given by the concerned SR (Controlling Officer) on the basis of system generated reports subject to the sample verification by the department (Details in Clause 6).
- 3.11 If required the data entry for documents prior to 2000 may be entered in to the system for which additional work order would be given to the SP.

4. Data Entry Procedure

Detailed process shall be as follows:

- 4.1 Operator will have to login in to the application provided by the department. At initial login, user will have option to create user ID and password, which can be used in subsequent login. SR office details shall be maintained along with login details.
- 4.2 There would be a single static Sub Registrar login in application which would be available in each system for data upload.
- 4.3 There would be data entry by two operators at two different machines, for same set of documents which will be termed as batch (Let's say batch 1).
- 4.4 Once the data entry for batch 1 by operator 1 is over, same batch would be handed over to operator 2. . Operator 2 will enter the records of batch 1 in his machine.
- 4.5 Data entered by operator 1 in Machine 1 will be compared with data entered by operator 2 in Machine 2, for identifying record wise mismatches in SR login by exporting data entered by operator 1 on to machine of operator 2 after data entry of 1 batch is complete by both operators.
- 4.6 Following Options would be available under SR Login.
 - a. Option for viewing the differences in records entered by Operator 1 & 2
 - b. Option for correcting the records entered by the Operators
 - c. Option for exporting the finalized data. This data would be exported to the data center.
- 4.7 There would be a separate screen for identifying mismatch between data entry done by a pair of operators. This would be limited to identifying the mismatch in characters entered into the fields. Records where data entered by two operators is identical shall be flagged as ‘verified’. Records where there are mismatches need to be manually corrected by operator after verification from original document. After correction through SR Login these would be marked as ‘verified’.
- 4.8 Once all records in a batch are verified, this batch would be treated as finalized and finalized data would be exported as a file, through SR Login to the Data center

4.9 Proposed data entry application would not have any provision of scanning the document

4.10 Data will be captured from the registered documents in following major sections :

- a. Name and address of concerned parties
- b. Description of property
- c. Particulars of transaction

For Example: In case of sale deed Amount of market value, amount of consideration etc.

d. Document registration details i. e District/Tehsil/SRO Name, book no. Registration number, date and volume number etc.

There would be approx 40 to 75 no. of mandatory fields for data entry of each document. No of fields may vary as per the nature of document and its contents

5. General Instructions

5.1 The data entry will be done in the record rooms as per list in Annexure 1.

5.2 The Department will provide only building infrastructure (a room with 4 walls and roof, a door with proper latch) at each location in Annexure 1 .Required hardware (as per specifications in Annexure 2) Computer with basic softwares, Printer, Networking, Furniture for computer placement & installation and UPS (With at least 4 Hours Backup) are to be supplied by SP for carrying out the digitization work. The ownership of equipments arranged by the SP will remain with SP.

5.3 SP will ensure Delivery/commission/installation of hardware and operator training within 30 days from the signing of agreement.

5.4 While the indicative number of documents to be digitized is mentioned in Annexure 1 the exact estimation of number of documents and efforts should be done by SP before commencement of work. The SP should verify total number of documents to be digitized at each location & obtain sign off from SR (controlling officer) for the same and deploy operators assuming that one operator can do a maximum entry of 50 documents per day.

5.5 SP will ensure quality and security standards for all equipments like desktops printers UPS etc. deployed at each location as per prevailing practice. The minimum specifications of computer hardware per data entry operator to be deployed at each location shall be as per Annexure 2.

- 5.6 The SP should collect the volumes (Containing Registered Documents) from the respective controlling officer of SRO. After completion of data entry the SP will return the volumes to the respective controlling officer of the concerned SRO.
- 5.7 The SP must maintain a record of "Issue/Return of Volumes" for keeping track of the flow of volumes of books and get the same countersigned by the respective controlling officer while collecting and returning the volumes.
- 5.8 The SP will ensure that the volumes are not taken out of the premises and are securely stored during the data entry work. Also the SP should ensure that the records are not altered or tampered with in any manner when volumes are under his possession. Any violation in this regard shall lead to legal action against the Service Provider besides any action for breach of the conditions of contract
- 5.9 The SP should report the daily progress of the data entry work to the respective controlling officer. The minimum data entry per operator should be at least 50 documents per day, based on this the estimated number of data entry operators required record room wise (for double entry) is indicated in column of annexure 1 (this may vary after obtaining exact estimation by SP as per clause 5.4 above).
- 5.10 The required volumes/documents would be made available by the controlling officer on the basis of demand placed by the SP. The SP will prepare roster of employees at the site of data entry and submit it to the Controlling officer. The SP and its deputed employees will be fully responsible for the safety / security of the records.
- 5.11 The successful Bidder (Service Provider) will also be responsible for:
- Correctness and 100% accuracy of captured data
 - Data security and weekly data back up in DVD or storage media as directed by Competent Authority.
- 5.12 The first sign off shall be obtained after the completion of first phase that is on completion of 15% of the assigned work. Thereafter for subsequent phases respective sign offs shall be obtained as per the time schedule & delivery plan detailed in Section VI.
- 5.13 SP will ensure smooth operation and routine maintenance of all the hardware/software, equipment deployed at each site.
- 5.14 SP will be responsible for smooth operation of data entry application installed by the department; if any problem arises, SP will coordinate with the concerned for resolving the issue. No extra amount will be payable to the SP in this regard.
- 5.15 On completion of the project, the removal of hardware/equipments by SP shall be allowed only after :
- Correction of all captured data

- receiving final sign-off

5.16 SP will ensure the deletion of all the data available in its systems related to the project/department after it is uploaded to the data centre and backup is taken and handed over to the department.

6. Quality checks and validation of digitized documents

6.1 The IGRS would constitute a team of internal staff to do a quality check of the output produced by the selected Bidder.

6.2 Sample data (5% of data or any set of verified mismatch corrected data as decided by the department) will be checked randomly by the Controlling Officer of the department at each location. Sign off shall be given only after written report is submitted by SR giving details of data checked randomly. Format of sign off report shall be decided by the department in consultation with SP.

6.3 The Quality Control Mechanism as defined by the department must be followed in all cases by the Service Provider.

7. Application training for User (Operators)

7.1 Capacity building is an integral part of this project. A designated agency selected by the department will provide the training to master trainers (SP team members/officers of the department) at a central location and afterwards master trainers will impart training at Zonal level to the operators deployed for data entry work.

7.2 At least two hands on training sessions should be imparted to each batch and one batch size shall be maximum of 20 operators. The entire cost of training shall be borne by SP.

7.3 At a minimum, the user training would provide detailed & step by step procedure for the following modules of the Application :-

- Adding New Content
- Editing Existing/New Content
- Mismatch Checking
- Deleting Content
- Updating of database
- Back Up of data
- Viewing/Creating Reports
- Creation and Maintenance of User Accounts
- A Trouble Shooting Guide
- Uploading of data

7.4 After training if some resource/operator is found inefficient/sub-standard, the resource should be changed and replaced immediately & the new resource/operator should be trained by the SP.

7.5 SP should maintain a minimum reserve of about 8-10 trained data entry operators at zonal level to take care of operators on leave/resigned. Payment to operators should be regular and Department should not have to undergo any problem regarding related issues.

8. Project Deliverables

The following deliverables will be made by SP/selected Bidder during the execution of the project:

- Supply and Installation of required Hardware
- Digitization of old records
- Back up of Captured data in DVD/CD
- Reporting formats
 - Periodic Progress Report
 - Quality Control/Assurance Reports
 - Documents received /Return Reports
 - Various MIS Reports (as defined in Annexure 12)

SECTION-IV: INSTRUCTIONS TO BIDDERS AND GENERAL CONDITIONS OF CONTRACT

1. DEFINITIONS

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

- **“Bidder”** means the vendor participating and submitting their Bids as per the tender terms & conditions.
- **“Committee”** means committee constituted by the Department for monitoring and implementation of digitization project.
- **“Confidential Information”** means all information including Project Data (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, customers, Bidders, products, developments, operations, processes, data, trade secrets, design rights, know-how and personnel in connection with this Bid Document.
- **“Contract Value”** is the price accepted by the Competent Authority as per Price Schedule depending upon number of documents in assigned Zone.
- **“Controlling Officer”** means Sub Registrar or his representative Authorized by the Department.
- **“Deliverables”** means the service agreed to be delivered by the Bidder in pursuance of the agreement as defined more elaborately in Scope of work.
- **“LD Amount”** means amount payable to the department on account of Delay in performance and Deficiency in service by the Service Provider
- **“LOI”** means Letter of Intent, which shall constitute the intention of the department to place the work order with the successful Bidder.
- **“Meta Data”** Means structured information that describes, explains, locates, or otherwise makes it easier to retrieve, use, or manage an information resource. Metadata is often called data about data or information about information. The information about the objects stored within your documents, whether these are in hard copy or electronic formats. Metadata is typically stored for each document. For example, date and time of the document was stored and the identity of the user when was storing it.
- **“Prime Bidder”** means the leading **Bidder in case** of consortium.
- **“Project Site”** means the site/ location where the digitization is proposed as per Annexure 1.

- **“Request for Proposal (RFP)/Bid Document/Tender Document”**, means this detailed notification seeking a set of solution(s), services(s) and/or any combination of them.
- **“Service Provider(SP)/Selected Bidder ”** means the successful Bidder of this Bid, who will have to perform the digitization work for the Registration and Stamps Department as described in the Bid document.
- **“Service Level”** means the level of service and other performance criteria that will apply to the Services as set out;
- **“Service Level Agreement (SLA)”** means the Operation and Maintenance SLA, to be executed by the Bidder, in terms of the Service Level Requirements set out in the Bid.
- **“State Government”** means the Government of Madhya Pradesh, Department of Registration and Stamp.
- **“Technical Committee”** means committee constituted by Competent Authority before which presentation would be made by the Bidder.
- **“The Competent Authority/Tendering Authority”** means the Inspector General of Registration and Superintendent of Stamps (IGRS), Madhya Pradesh.
- **“Volume”** means - A bunch of registered documents having unique numbers perpetually.

2. GENERAL CONDITIONS OF CONTRACT:

2.1 Application and interpretation of Clauses

For interpretation of any clause in the Bid document or contract agreement the interpretation of the Competent Authority shall be final and binding on the Bidder.

2.2 Completeness of Bid Document

The list of documents comprising the Bid to be submitted by the Bidder shall be mandatory and will include the following documents duly filled up:

- Technical Bid Form (Annexure 04)
- Bid Security Form (Annexure 05)
- Commercial Bid- price Schedule (Annexure 06)
- Format for Furnishing the roles and responsibilities in case of consortium (Annexure 07)
- Bidder's Authorization Certificate. (Annexure 08)
- Self-Declaration (Annexure 9)
- Certificate of Conformity (Annexure 10)
- Letter of Undertaking/Declaration (Annexure 11)
- MIS Reports (Annexure 12)

- CD/DVD and hard copy of presentation as mentioned in clause no. 2.19.2.
- Soft copy of Bid document in 2CDs, one for Technical Bid inside the Technical Bid envelope and another for the Commercial Bid, inside the Commercial BID envelope. CD should contain the replica of Bids which are produced in hard copy to department. In case of any mismatch, hard copy of Bid will be considered as final Bid.

2.3 Disqualification

Competent Authority may at its sole discretion and at any time during the processing of Bid, disqualify any Tender from the Bid process if: -

- 2.3.1 Bidder has not scored minimum required marks in presentation as mentioned in clause 2.19.2.
- 2.3.2 The Bidder has not submitted it in accordance with this document.
- 2.3.3 The Bidder is a firm not meeting eligibility criteria as mentioned in this RFP
- 2.3.4 During validity of the Bid or its extended period, if any, the Bidder increases his quoted prices.
- 2.3.5 Conditional or wrongly quoted Bid has been submitted.
- 2.3.6 The Bidder has made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- 2.3.7 The Bid is received after due date and time.
- 2.3.8 If the Bidder is found to have a record of poor performance such as abandoning work, not properly completing the contract, inordinately delaying completion, being involved in litigation or financial failures, etc.
- 2.3.9 The Bidder has submitted Bid which is not accompanied by required documentation and Bid security would be rendered non-responsive and will be out rightly rejected.
- 2.3.10 The Bidder failed to provide clarifications related thereto, when sought.
- 2.3.11 The Bidder has submitted more than one Bid. This will cause disqualification of all Bids submitted by such Bidders.
- 2.3.12 The Bidder has been found to canvass, influence or attempt to influence in any manner for the qualification or selection process, including without limitation, by offering bribes or other illegal gratification.

Bidders may specifically note that while processing the tender documents, if it comes to knowledge expressly or implied, that some Bidders may have compounded in any manner whatsoever or otherwise joined to form a cartel resulting in delay / holding up the processing of tender then the Bidders so involved are liable to be disqualified for this contract as well as for a further period of two years from participation in any of the tenders floated by any department, Govt. of MP. It is also clarified that if need

arises, IGRS would go in for appointment of outside party(s) to undertake the work under the captioned tender.

2.4 The Bidders are expected to examine all instructions

The Bidders are expected to examine all instructions, forms, terms, project requirements and other information in the Bid document. Failure to furnish any information required by the Bid or submission of a Bid not substantially responsive in every respect will be at the Bidder's risk and may result in rejection of the Bid and forfeiture of the Bid security.

2.5 Bidder should not be black listed

Bidder should not be black listed by any Central/State government or its undertaking. Department can also cross check with any department regarding the track record of the Bidder and can disqualify him on ground of poor performance in contract awarded by it or any other department of State govt.

2.6 Sub-Letting of Contract

The Bidder shall not sublet, transfer or assign the contract or any part of the assigned work. In the event of Bidder contravening this condition, the Department shall be entitled to terminate the contract at the risk and expense of the Bidder.

2.7 Clarifications on the Bid document and pre-Bid conference

- 2.7.1 The Bidder or its official representative (not more than two representatives per Bidder), are invited to attend a pre-Bid meeting, which will take place at the office of the Inspector General of Registration & Stamps, Bhopal on, **06-09-2013** at 3:00 PM.
- 2.7.2 The department would make a presentation explaining the scope of work at the time of pre Bid meeting and the same presentation would be also available on the web site of the Department subsequently.
- 2.7.3 In this pre-Bid meeting, the Competent Authority would address the clarifications sought by Bidders with respect to the RFP document and project. For the same the Bidder should submit the queries in writing in given format Annexure-3. Please note that the queries not submitted in the prescribed format shall not be entertained at all.
- 2.7.4 The prospective Bidders having any queries/clarifications about the contents detailed in the tender document and project may submit the same in prescribed format to IGRS in writing and through e-Mail at least one day before the date of pre-Bid meeting. No additional queries would be entertained after pre-Bid meeting.
- 2.7.5 Competent Authority reserves the right not to respond to any/all queries raised or clarifications sought if, in its opinion and at its sole discretion, it consider that it would be inappropriate to do so or do not find any merit in it.

2.8 Amendment of Bid document by the Competent Authority

At any time prior to the deadline for the submission of Bids, the Competent Authority may, for any reason, whether on its own or in response to a clarification requested for by a prospective Bidder, modify the Bid document by way of amendment(s).

2.8.1 The prospective Bidder having received the Bid document will be provided copy of the amendment(s) so made in writing or by Fax and email provided by that Bidder and such amendments shall form a part of the Bid document and therefore be binding on them.

2.8.2 In order to allow reasonable time to the prospective Bidders for taking into account such amendment(s), in the preparation of their Bids, the Competent Authority, at its discretion, may extend the deadline for the submission of Bids, any time.

2.9 Language of Bid

The Bid prepared by the Bidder, shall be in English language. Supporting documents and printed literature furnished by the Bidder may be in some other language, provided, they are accompanied by an accurate translation of the relevant passages in English, in that case, for purposes of interpretation of the Bids, the translation shall prevail. Correspondence between the successful Bidders & Competent Authority shall be in Hindi/English.

2.10 Bid Price

2.10.1 The Bidder shall indicate his Bid on the prescribed Commercial Bid per document, (Price Schedule Annexure 06) in Indian Rupees only.

2.10.2 The Bidder is required to quote their best prices, inclusive of all taxes.

2.10.3 The rates offered by the Bidder should be firm and free from all escalations. Prices quoted by the Bidder shall be fixed during contract period and shall not be subject to variation on any account. A Bid submitted being not in conformity with the prescribed format as given in annexure 6 or with a price adjustment/variation provision will be treated as non-responsive and rejected, pursuant to clause of Preliminary examination mentioned in this Bid document.

2.11 Eligibility Criteria for Bidders

2.11.1 The Bidder must be a Company/Firm registered under Indian Company Act, 1956/ The Partnership Act 1932.

2.11.2 Bidder should have executed at least three contracts in last five years for digitization (Data Entry) of a total of at least 25 Lakhs (Twenty Five Lakhs) no. of documents since January 2008 for a government department/PSU of the country (Minimum 5 Lakhs documents in one project). The Bidder should submit documentary evidence to this effect in the form of copy of purchase orders/contracts and satisfactory execution/completion certificates from clients

towards satisfactory completion of the services and Chartered Accountant audit certificates. Of the above at least one project should have been successfully completed while the rest may be ongoing.

2.11.3 Bidder must have on its rolls at least 100 Data Entry Operators, each operator must have the following mandatory credentials:

- Proficiency in Hindi typing
- Qualification should be as minimum Sr. Secondary (12th Standard) pass
- One year Computers Basic Diploma Training Certificate

2.11.4 Bidder must have Minimum number of 50 permanent employees in its employ.

2.11.5 Bidder must score minimum 20 out of 30 marks in a presentation regarding understanding of scope of project before the technical committee of the department (details in clause 2.19.2).

2.11.6 The Bidding firm should be a corporation/ company or consortium of companies/ corporations. In case of a consortium the same shall not consist of more than two companies/ corporations and shall be formed under a duly stamped consortium agreement. (Attach Proof). In the event of a consortium, one of the partners shall be designated as a "Lead Partner". The Bidder/ lead Bidder and all the members of the consortium shall be a Company/ Corporation.

2.11.7 In consortium all the members shall be jointly and severally liable to complete the project; however LEAD PARTNER shall give an undertaking for successful completion of the project. In case of any issues, Lead partner is responsible for suffering all the penalties. The agreement between the Lead partner and each consortium partner should be for the entire period of the Project and submitted along with the Technical Bid. The same should be on appropriate stamp paper. No new consortium agreement shall be allowed during the project period without permission of Competent Authority.

2.11.8 MOU/Agreement of the consortium members should be submitted for their exclusive association for this Bid and joint responsibility for the respective scope. Roles and responsibilities of each consortium member must also be spelt out in the MOU/Agreement.

2.11.9 In case of consortium, the financial eligibility criteria as per clause 2.11.14 shall have to be fulfilled only by the lead partner and the technical criteria can be fulfilled by all the members of the consortium jointly.

2.11.10 A Bidding company/ corporation cannot be a part of more than one consortium. In such a case, both the consortium Bids would be disqualified.

- 2.11.11 Any Member of consortium cannot Bid separately as a sole Bidder. The Bidder/ all consortium partners must have company registration certificate, Registration under labour laws & contract act, valid VAT/ Sales Tax Registration Certificate, valid Service Tax Registration Certificate and Income Tax Return with Audit Report from Chartered Accountant. Bidder shall provide an attested copy of all the above-mentioned certificates along with this Bid document. The Bidder shall attach the Sales Tax clearance certificate of last year.
- 2.11.12 The Bidder/ lead partner must submit documentary evidence in support of their claim for fulfilling the criteria and they should submit an undertaking on their letterheads to the fairness of these documents in support of their claim while submitting the Bids. The Bids received without documentary evidence will be out rightly rejected.
- 2.11.13 The Bidder/ lead partner should deposit earnest money (Bid Security) as defined in clause no. 2.12 in this section. The Bid received without required earnest money will be rejected out rightly.
- 2.11.14 The Bidder/ lead partner must have annual turnover averaged over the last three financial years of more than Indian Rs. 2 Crores (Rupees Two Crores). Certified audited copies of balance sheets/profit & loss accounts/annual reports of last three financial years (up to 31-Mar-2012) should be enclosed.
- 2.11.15 The Bidder/ Consortium partner must have his own support infrastructure facilities in India, so as to serve all over Madhya Pradesh particularly in the places as listed in the Bid document (Annexure 1).
- 2.11.16 The Bidder/ Consortium Partner should have a local support office at Bhopal and provide the supporting documents in Technical Bid. If the Bidder does not have any local support office at the time of Bidding then he must submit an undertaking on his letter head that if selected he shall open a local support office at Bhopal within 15 days from the date of award of contract. The Bidder shall also be expected to open a support office in the HQ of the Zone assigned to him.
- 2.11.17 The Bidder should not have been Black listed by any State/Central Government or its undertaking in India. An undertaking must be submitted duly attested by the notary, by the Bidder / each member of the consortium.
- 2.11.18 The Bidder is required to submit an undertaking duly attested by notary that it has no case pending with B.I.F.R.
- 2.11.19 Concealment of any fact regarding eligibility criteria will lead to rejection of Bid along with forfeiture of Bid security and in case of successful Bidder termination of contract and forfeiture of performance security.

2.12 Bid Security and its Amount

The Bidders shall furnish as part of their Bid, a Bid security of Rs. 10 Lakhs (Rupees Ten Lakhs) by way of Demand Draft/Bank Guarantee from any scheduled Bank in India. The Demand Draft/Bank Guarantee shall be in favour of Accounts Officer, Office of the Inspector General of Registration and Superintendent of Stamps, M.P., Bhopal, payable at Bhopal, issued by a Scheduled Bank (India). Bid security in any other form shall not be entertained. The Bid security shall be enclosed with the security Bid Form (Annexure-5).

Unsuccessful Bidder's Bid security will be returned as promptly as possible, but not later than 30 days after the expiry of the period of Bid validity prescribed by the Competent Authority pursuant to clause of period of validity of Bids mentioned in this Bid document. The Selected Bidder's Bid security will be discharged upon the Bidders signing the contract agreement and furnishing the performance security.

The Bid security may be forfeited:

2.12.1 If a Bidder withdraws his Bid during the period of Bid validity specified in this Bid document.

2.12.2 The Bid security may also be forfeited in case the Bid is rejected by the department for It not being in prescribed format or It being conditional or having any variation from the nature and process defined in the RFP, rendering the Bid unresponsive

2.12.3 In case of a selected Bidder, if the Bidder fails:

To accept the LOI issued and enter into the agreement

To sign the contract as specified in this Bid document.

To furnish performance security as specified in this Bid document.

2.13 Period of Validity of Bids

2.13.1 Bids shall remain valid for 180 days after the date of Bid opening prescribed by the Competent Authority. A Bid valid for a shorter period may be considered as non-responsive and shall be rejected.

2.13.2 The Competent Authority may solicit the Bidder's consent to an extension of the period of Bid validity. The request and the responses thereto shall be made in writing (or by fax, followed by signed confirmation copy). The Bid security provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its Bid security. A Bidder granting the request will neither be required nor permitted to modify its Bid.

2.14 Format and Signing of Bids

2.14.1 **Format of Technical Bid:** The technical Bid (Annexure 4) will be used to evaluate the Bidder's technical skill base and financial capacity and see if the same are consistent with the needs of the project and meet the technical criteria as mentioned in this Bid document. This will be in a separate cover and marked as "Technical Bid", Bid security should be in technical Bid envelope. Bidders shall be asked to make a presentation explaining their understanding of the project as part of their technical Bid.

2.14.2 **Format of Commercial Bid:** The Commercial Bid shall comprise of the following:

2.14.2.1 Commercial Bid form (Annexure-6) duly filled in, signed and complete in all aspects shall be submitted.

2.14.2.2 Commercial Bid should be in figure and words inclusive of all taxes. In format as per Annexure 6. In case of mismatch between the two the amount in words shall be considered final.

2.14.3 Signing of Bid

2.14.3.1 The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. Written and irrevocable power-of-attorney or any other document establishing that the signatory is duly authorized shall accompany the Bid. The person or persons signing the Bid shall initial all pages of the Bid, except for un-amended printed literature. In case of a company, the resolution of board of directors authorizing the signatory to sign on behalf of the company will be required. In case of partnership firm authorization by all the partners will be required.

2.14.3.2 Any interlineations, erasures or overwriting shall be valid only if the person or persons signing the Bid initial them.

2.15 Sealing, Marking and Submission of Bids

2.15.1 The Bidders shall submit single copy of the Technical Bid (along with Bid Security) and Commercial Bid in separate sealed envelopes marked as Technical Bid and Commercial Bid respectively. These two Bid envelopes should be sealed in one large envelope bearing name and address of Bidder. Both inner and outer envelopes shall be addressed to the address specified in the Notice Inviting Bids/ Tender.

"INSPECTOR GENERAL OF REGISTRATION AND SUPERINTENDENT OF STAMPS, PANJIYAN BHAWAN, Opposite OLD VIDHAN SABHA, MALVIYA NAGAR, BHOPAL- 462003. MADHYA PRADESH"

And shall bear the Project name, Bid number, and the words "Do not open before 3.00 P.M on 19-09-2013."

2.15.2 The inner envelopes shall also indicate the name and address of the Bidder to enable the Bid to be returned unopened in case it is declared "late".

2.15.3 If the outer envelope is not sealed and marked as required above, the Competent Authority will assume no responsibility for the Bid's misplacement or premature opening. Email or Fax Bids will be rejected. Conditional Bids are liable to be rejected.

2.16 Venue and Deadline for Submission of Bids

2.16.1 Bids will be received by the Competent Authority at "Office of Inspector General of Registration and Superintendent of Stamps, Government of Madhya Pradesh, Panjiyan Bhawan, (Opposite Old Vidhan Sabha), Bhopal – 462003, M.P."

2.16.2 Last Date and Time of submission: Before 2.00 P.M. on 19-09-2013.

2.16.3 In the event of the specified date for the submission of Bids being declared a holiday for the office of the Competent Authority, the Bids will be received up to the appointed time on the next working day.

2.16.4 The Competent Authority may, in exceptional circumstances and at its discretion, extend the deadline for submission of Bids by issuing an Addendum or by intimating all Bidders who have been provided the proposal documents, in writing or by facsimile or through email and by posting on department web site <http://www.igrs.mp.gov.in> in which case all rights and obligations of the project and the Bidder's previously subject to the original deadline will thereafter be subject to the deadline as extended.

2.17 Late Bids

Any Bid received by the Competent Authority after the deadline for submission of Bids as prescribed by the Competent Authority will not be accepted and will be returned unopened to the Bidder.

2.18 Modification and withdrawal of Bids

2.18.1 The Bidder may modify or withdraw its Bid after Bid's submission, provided that written notice of the modification or withdrawal is received by the Competent Authority prior to the deadline prescribed for submission of Bids.

2.18.2 The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions in this Bid document and shall be accepted only in person from the duly authorised representative of the Bidder. No withdrawal notice shall be accepted by fax.

2.18.3 No Bid may be modified subsequent to the deadline for submission of Bids.

2.18.4 No Bid may be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity. Withdrawal of a Bid during this interval may result in the Bidder's forfeiture of its Bid security as mentioned in this Bid document.

2.19 Opening of Bids

A two-stage Bidding procedure would be adopted:

- Technical Bid
- Commercial Bid

2.19.1 Bids received till **19-09-2013**, 2 PM will be announced at 3 PM on the same day, No Bid shall be rejected at this moment, except for late Bids, which shall be returned unopened to the Bidder. in presence of the Bidders.

2.19.2 The Bidders would be asked to make a maximum 15 minute presentation before the technical committee at the time specified by the Competent Authority on the days mentioned in NIT , the Bidders are required to cover the following criteria in the presentation :

1. Understanding of Process of record keeping at SR offices (15 Marks)
2. Video recording of visited SR office (5 Marks)
3. Project rollout/implementation Plan (10 Marks)

Bidders will have to score at least 20 marks out of 30 in the presentation to qualify in the technical Bid. Bidders who do not score minimum marks shall be disqualified and their commercial Bids shall not be opened.

Bidders should note that the time limit for presentation should be strictly adhered to. No representation/request will be entertained for review/ reconsideration of the marks given for the presentation by the technical committee.

2.19.3 The Technical Bids will be opened by the Competent Authority or its authorised representative in the presence of Bidder's representatives. After evaluation of the Technical Bid, if it is found responsive, then only the Commercial Bid will be opened for the technically qualified Bidders.

2.19.4 The Bidders' names and the presence or absence of the requisite Bid security and such other details as the Competent Authority, at its discretion, may consider appropriate will be announced at the opening of the Technical Bids. Bids (and modifications sent) that are not opened and read out at Bid opening shall not be considered further for evaluation, irrespective of the circumstances. Withdrawn Bids will be returned unopened to the Bidders.

2.19.5 The Commercial Bids of technically qualified Bidders will be opened in the presence of Bidders' representatives(not more than two) at "**Office of Inspector**

General of Registration and Superintendent of Stamps, Panjiyan Bhawan,(Opposite Old Vidhan Sabha), Bhopal – 462003, M.P.”

2.20 Preliminary Examination of Technical Bid

- 2.20.1 Before starting evaluation, the Bids will be examined to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the Bids are generally in order.
- 2.20.2 The concerned committee set up for evaluation of Bids, may waive any minor infirmity or non-conformity or irregularity in a Bid which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.
- 2.20.3 If the concerned committee determines that a Bid is materially deviating from the prescribed terms and conditions, then the matter shall be referred to the Competent Authority, who shall decide whether the deviations of the Bid are material or not. Decision of the Competent Authority regarding this shall be final and binding.
- 2.20.4 The committee's determination of a Bid's responsiveness is to be based on the contents of the Bid itself without recourse to extrinsic evidence.
- 2.20.5 If a Technical Bid is determined as not substantially responsive, the Competent Authority will reject it and in such a case Commercial Bid will not be opened.

2.21 Evaluation and Comparison of Bids

- 2.21.1 A two-stage procedure will be adopted for evaluation of proposals, technical Bid will be evaluated first and then financial proposals will be opened and compared.
- 2.21.2 A consortium of companies duly backed up by an agreement (to be submitted along with Technical Bid) is also eligible to participate subject to the following two conditions and satisfaction of the tender evaluation committee during the evaluation of the tender:
- 2.21.2.1 The lead partner of this consortium shall be liable for adherence to all provisions of this agreement.
- 2.21.2.2 The consortium will draw upon human, technical and other resources of all the members during implementation and maintenance of the IGRS Project. The Technical Bid shall include exact details in this regard, so that a consortium is not artificially created only to improve the score in Technical Bid.
- 2.21.3 The technical Bid will be evaluated using the following checklist :

S. No.	List of Documents	Supporting Documents
1	Cover letter	On Bidder's letter head
2	Bidder's Authorization Certificate	Annexure-8
3	The Bidder must be a Company/Firm registered under Indian Company Act, 1956/ The Partnership Act 1932.	Certificate of Incorporation/ Articles of association etc.
4	A bidding firm should be a corporation/ company or consortium of companies/ corporations. In case of a consortium the same shall not consists of more than two companies/ corporations and shall be formed under a duly stamped <u>consortium agreement</u> . Roles and responsibilities of each consortium member must also be spelt out in the MOU/Agreement. In the event of a consortium, one of the partners shall be designated as a "Lead Partner". The Bidder/ Lead partner and all the members of the consortium shall be an Information Technology and/ or Communication Company/ Corporation.	Copy of duly stamped MOU/Agreement
5	In consortium all the members shall be equally responsible to complete the project; however LEAD PARTNER shall give an <u>undertaking</u> for successful completion of the project. In case of any issues, Lead partner is the responsible person for all the penalties. The agreement between the Lead partner and each consortium partner should be for the entire period of the project and submitted along with the Technical Bid. The same should be on appropriate stamp paper. No new consortium agreement shall be allowed during the project period without permission	Undertaking from Lead Partner

S. No.	List of Documents	Supporting Documents
	<p>of competent authority. In case of consortium, the financial criteria (as per clause no. 2.11.14) shall have to be fulfilled by the lead partner and the technical criteria can be fulfilled by all members of the consortium jointly. A bidding company/ corporation cannot be a part of more than one consortium. In such a case, Bids of both the consortiums shall be disqualified.</p>	
6	<p>Any member of consortium cannot Bid separately as a sole Bidder. The Bidder (all consortium partners) must have company registration certificate, Registration under labour laws & contract act, valid VAT/ Sales Tax Registration Certificate, valid Service Tax Registration Certificate and Income Tax Return With Audit Report from Chartered Accountant. Bidder shall provide an attested copy of all the above-mentioned certificates along with this Bid document. The Bidder shall attach the Sales Tax clearance certificates of last year.</p>	<p>Copy of all the relevant certificates separately for each consortium partner (if any).</p>
7	<p>The Bidder/lead partner should deposit earnest money. The Bid received without required earnest money will be rejected.</p>	<p>DD/BG from Scheduled Bank in India.</p>
8	<p>The Bidder/ Consortium partners should be a National Level SP in operation for the last Five Years as on 31-Mar-2013 in data digitization</p>	<p>Undertaking and documentary evidence.</p>
9	<p>The Bidder/ lead partner must have annual turnover averaged over the last three financial years of more than Indian Rs. 2 Crores (Rupees Two Crores). Copies of balance sheets/profit & loss accounts/ annual</p>	<p>Chartered Accountant Certificate of this effect and audited balance sheets/ profit and loss accounts/ annual reports</p>

S. No.	List of Documents	Supporting Documents
	reports of last three financial years (up to 31-Mar-2012) should be enclosed.	of last three financial years up to 31-03-2012
10	Bidder should have executed at least three contracts for digitization (Data Entry) of minimum total 25 Lakhs (Twenty Five Lakhs) no. of documents since January 2008 for a government department/PSU of the country (Volume of minimum digitization should be 5 Lakhs per project) and should submit documentary evidence to this effect in the form of copy of purchase orders/contracts and satisfactory completion certificates (Mention again that 1 completed, 2 may be ongoing)	Copy of work orders, Chartered Accountant audit certificates, purchase orders, completion certificates and other relevant documents.
11	Details of 100 data entry operators along with 50 on board employees	As per Annexure 4 and 11
12	Bidder's presentation regarding understanding of project scope	Hard copy and CD/DVD of presentation
13	The Bidder/ Consortium partner must have his own support infrastructure facilities in India, so as to serve all over MP particularly in the places as listed in the Bid document. The Bidder/ Consortium Partner should have a local support office at Bhopal and provide the documents to in Technical Bid.	Supporting documentary proofs
14	The Bidder should not have been black listed by any State or Central Government or its undertaking in India. An undertaking must be submitted duly attested by the notary, by the Bidder / each member of the consortium.	Undertaking on Letter head
15	The Bidder/ lead partner must submit	Undertaking on letter

S. No.	List of Documents	Supporting Documents
	documentary evidence in support of their claim for fulfilling the criteria and they should submit an undertaking on their letter heads to the fairness of these documents in support of their claim while submitting the Bids. The Bids received without documentary evidence will be out rightly rejected.	head.
16	The Bidder must submit the signed & duly sealed copy of the RFP Document.	Signed copy of the RFP Document.
17	The Bidder is required to submit an undertaking that no case is pending with B.I.F.R.	Undertaking on Bidder's letter head duly attested by notary
18	The LEAD PARTNER must give acceptance that he will open a nodal office in MP & all the billing will be processed against MP CST number.	

1. Bidder has to submit sufficient documents to support their claims for fulfilling the eligibility criteria

Criteria for Evaluation and Comparison of Technical Bids: The technical Bid will be evaluated using the following criteria:

Sr. No.	Attribute (s)	Maximum Category Points	Criteria	Breakdown Points
1	All completed projects with each having at least 5 Lakhs documents during last 5 years would be considered.	(Two mark for each project and one mark extra for every additional volume of 10 Lakhs documents in the project subject to a maximum of 4 marks)	1 Project >=2 Projects	2 4

Sr. No.	Attribute (s)	Maximum Category Points	Criteria	Breakdown Points
2	Digitization projects under implementation. (There will be one mark for one project of minimum 5 Lakhs documents. More than 3 projects will be given maximum 5 marks)	5	2 Projects 3 Projects >3 Projects	2 3 5
3	No of permanent employees on company payroll	5	>=100 51-99 50	5 4 3
4	No of service centers (local offices) in MP	4	>=3 Locations 2 Locations 1 Location	4 2 1
5	The Bidder having Rs 2.0 Crores or more average turnover in last three years	6	>3 Cr. 3=<Cr. 2 Cr.	6 4 2
6	Relevant Quality Certifications-accepted and renowned quality certifications	5	>=3 Certifications 2 Certification	5 3
7	Human Resources : No of resources providing data entry service with proficiency in Hindi typing, with minimum qualification as 12 th pass, and with one year Computers Diploma Training Certificate	15	>=200 >100 100	15 10 5
8	Presentation before technical committee of the department	30	Minimum 20 marks required	

Note: 1 Bidders who fail to comply with each of the minimum eligibility criteria (Mentioned above and Clause 2.11) would not be considered as technically qualified irrespective of their total score in the technical score matrix .

2. Bidder has to submit sufficient documents to support their claims for marks.

2.21.4 Opening & Comparison of Commercial Bids

2.21.4.1 The Commercial Bids will be opened, in the presence of Bidders' representatives (Maximum two for each Bidder). The Bidder's representatives who are present shall sign a volume evidencing their attendance.

2.21.4.2 The Commercial Bid of only technically qualified Bidders will be opened. Those technically qualified Bidders shall be termed as substantially responsive. The decision of the Competent Authority in this regard shall be final.

2.21.4.3 Cost per document inclusive of all taxes has to be quoted in the Commercial Bid

2.21.4.4 The Commercial Bids will be opened and compared and most economical option (lowest quote) would be considered as L1.

2.21.4.5 IGRS/ Competent Authority reserves the right to not to award the contract to the L1 Bidder without assigning any reasons thereof.

2.21.4.6 The name of Bidders, Bid Prices, etc. will be announced at the meeting.

2.21.5 Commercial Bid Evaluation Mechanism and Selection of Bidder

IGRS will award the contract in the following manner to the successful Bidder whose proposal has been determined to be substantially responsive and has been determined as the best value proposal.

2.21.5.1 L1 Bidder will be that firm/company which is technically qualified and has given the lowest quote per document in its Commercial Bid. In case more than one qualified Bidders quote the same rate then the Bidder having higher marks in technical evaluation will be reckoned as L1. He shall be awarded work for Zone 1

2.21.5.2 For award of the work of remaining Zones, remaining Bidders will be asked to match the L1 rate in definite time decided by the Competent Authority and the consenting Bidders will be awarded Zone 2, 3 and 4 in order of their rank in the commercial Bid.

2.21.5.3 In case no bidder/bidders agree to match the L1 Rate, the Competent Authority may ask the bidders (except L1) to extend the validity of their proposal including EMD and submit fresh commercial proposal (Second round).

2.21.5.4 L1 Bidder will be eligible for doing work in the below mentioned Zone:

- Zone 1:- Indore, Ujjain

For accomplishing the work in remaining 3 Zones eligibility of Bidders for doing work zone wise will be as follows (amongst the remaining consenting bidders in order of their original commercial Bid):

- Zone 2- Gwalior & Chambal ,Sagar
- Zone 3- Jabalpur, Rewa, Shahdol
- Zone 4- Bhopal Narmadapuram

2.21.6 Contract Finalization and Award

Contract will be awarded to the responsive Bidders whose Bid conforms to the requirements and is, in the opinion of the Competent Authority, the most advantageous and represents the best value to the Digitization project, price and other factors considered. Evaluations will be based on the Bids, and any additional information requested by the Competent Authority

2.21.6.1 IGRS reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals 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 IGRS's action.

2.22 Contacting the Competent Authority

From the time of the Bid opening to the time the contract is awarded, Bidder shall not contact on their own, the Competent Authority on any matter relating to the Bid submitted. Any effort on part of the Bidder to influence the Competent Authority or members of the committee, in its decision on Bid evaluation, Bid comparison or contract award, may result in rejection of the Bid.

2.23 Competent authority's right to vary activities at the time of award

The Competent Authority shall have the right to make any alterations, omissions, additions or subtractions in the work at the time of award of contract. The Competent Authority will give such intimation to the selected Bidder, and additional cost/deduction in the Bid prices, based on the price schedule submitted by him, will be worked out with the Bidder. In case,

the Bidder does not agree for such alterations, the Competent Authority will be free to award the contract to the next eligible Bidder.

2.23.1 Notwithstanding anything else contained to the contrary in this document, the Competent Authority reserves the right to increase or decrease the volume of work or award more than one zone /part zone to any of the successful Bidders.

2.24 Competent authority's right to accept or to reject any or all Bids

The Competent Authority reserves the right to accept or reject any Bid, and to annul the Bid process and reject all Bids at any time prior to the award of contract, without thereby incurring any liability to the affected Bidder or any obligation to inform the affected Bidder of the grounds for the Competent Authority's action.

2.25 Notification of Award to the Bidder/LOI

2.25.1 Before the expiry of the period of validity of the proposal, the Competent Authority shall notify the selected Bidders in writing by letter or by fax/e-mail, that its Bid has been accepted through LOI. The selected Bidder shall acknowledge in writing receipt of the notification of award and will send his acceptance to enter into agreement within seven (7) days.

2.25.2 If the successful Bidder does not accept LOI or after accepting LOI does not enter into the agreement within specified period, the Competent Authority reserves the right to cancel the LOI issued to him and forfeit the EMD submitted by the Bidder, the Competent Authority may also black list the Bidder.

2.26 Signing of Contract

The Competent Authority may negotiate certain terms with selected Bidders before signing of the contract/ agreement. The signing of agreement will amount to award of contract and selected Bidders will initiate the execution of the work as specified in the contract/agreement.

2.27 Detailed Execution Plan

SP will submit detailed work plan for allotted zone within 3 days after signing the agreement. This work plan shall be as per the project schedule as defined in section VI and shall have to be approved by the Competent Authority and shall form part of the agreement.

2.28 Discharge of Bid Security

Upon the successful signing of the agreement, Competent Authority shall promptly inform the selected Bidders to provide performance security. On receipt of the performance security, the Bid security will be released.

2.29 Expenses for the Contract

The incidental expenses of execution of agreement/contract shall be borne by the selected Bidders.

2.30 Failure to abide by the Agreement

The conditions stipulated in the agreement shall be strictly adhered to and violation of any of these conditions will entail termination of the contract without prejudice to the rights of the Competent Authority with such penalties as specified in the agreement. Failure of the successful Bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event IGRS may award the contract to the next best value Bidder or call for new proposals along with forfeiture of the PBG.

2.31 Performance Security

2.31.1 The selected Bidders shall furnish performance security equal to fifteen percent (15%) of estimated contract value, valid up to 60 days after the date of completion of the digitization project, at the time of signing of the agreement.

2.31.2 If the successful Bidder fails to furnish PBG within specified period the Competent Authority reserves the right to cancel the LOI issued to him and forfeit the EMD submitted by the Bidder, the Competent Authority may also black list the Bidder.

2.31.3 The proceeds of the performance security shall be payable to the Competent Authority as compensation for any losses resulting from the failure of Service Provider to meet out its obligations under the contract in the stipulated time and as per standard of the SLAs.

2.31.4 The performance security shall be furnished in the form of an unconditional, irrevocable and continuing Bank Guarantee for contract performance of the sum equivalent to 15% of the contract value. It shall be in favour of Inspector General of Registration and Superintendent of Stamps, M.P., Bhopal, payable at Bhopal, issued by a Scheduled Bank in India which would remain valid until such time and be renewable as may be stipulated by the Competent Authority

2.31.5 IGRS may forfeit the Performance Guarantee for any failure on part of Bidder to complete its obligations under the Agreement.

2.31.6 The performance security will be discharged by the Competent Authority and returned to the Bidder not later than 60 days following the date of completion of the Bidder's performance obligations, as mentioned in the Bid document after any deduction from it if necessary. Completions of assigned work shall include final sign off from Competent Authority based on respective controlling officers' sign off.

2.32 Indemnity for Intellectual Property Rights

- 2.32.1 No goods or services covered under the contract shall be sold, disposed by the supplier in violation of any right what so ever of third party, and in particular, but without prejudice to the generality of the foregoing, of any patent right, trade mark or similar right, or of any charge mortgage or lien.
- 2.32.2 The Service Provider shall indemnify the sate Govt. / Competent Authority from all actions, cost, claims, demands, expenses and liabilities, what so ever, resulting from any actual or alleged infringement as aforesaid and at the expenses of the Service Provider/ Bidder, the State Govt. / Competent Authority shall be defended in the defense of any proceedings.

2.33 Corrupt or Fraudulent practices

- 2.33.1 The Competent Authority requires that Service Provider observe the highest standard of ethics during the performance and execution of this contract.
- 2.33.2 For this purpose the following definitions of unethical behavior will be assumed.

"Corrupt practice" means offering, giving, receiving or soliciting of anything in value or favour to influence the action of a public official in the tendering process or in contract executions, and

"Fraudulent practice" means a mis-representation of facts in order to influence tendering process or the execution of a contract to the detriment of the interests of the department, and include collusive practice amongst Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the department of the benefits of free and open competition.

- 2.33.3 In case of any Bidder being found to be indulging in unethical practices and declared so by the Competent Authority. The Competent Authority :
- 2.33.3.1 Will reject the proposal for award,
- 2.33.3.2 Will declare the firm ineligible, either indefinitely or for a stated period of time, for bidding in future works.

2.34 Responsibility Matrix

Following shall be the responsibilities of the Department (DRS) and SP in the course of fulfilling the contract. The cost shall be borne by the concerned:

Sr. No.	Activity	DRS	Service Provider
1.	Building infrastructure (Space for Work).	✓	
2.	Site Visit , Supply, Installation ,Commissioning and Maintenance of Equipment/peripherals like Computer, Printer, UPS(With at least 4 Hour Backup) and all other systems /basic supporting software that are to be supplied by SP for carrying out the data entry work.(Including alternative power supply if required)		✓
3.	Electrical/Networking equipment etc. and furniture required for data entry work at Site		✓
4.	Application (Software) for data entry work	✓	
5.	Installation of Application on to computers.		✓
6.	Training at central location to the master trainers (SP team members/officers of the Department).	✓	
7.	Training (At Zone levels at least two hands on training sessions to be imparted to each batch and the batch size shall be maximum of 20 operators in each batch)		✓
8.	Controlling Officer for supervision work	✓	
9.	Man power deployment for data entry		✓
10.	Issue of volumes/return of volumes	✓	✓
11.	Mismatch report generation & printing		✓
12.	Verification/correction of mismatch from original record	✓	✓
13.	Upload of data (after verification by Controlling Officer)		✓
14.	Stationery for various reports		✓
15.	Periodical generation of MIS report as advised by Consultant/Department		✓
16.	Verification and approval of the MIS report	✓	
17.	Sign Off for verified data	✓	

18.	Digital storage location for disaster recovery	✓	
19.	Connectivity to SDC	✓	
20.	2 soft copies of data backup in DVD/CD or any other electronic media decided by IGRS		✓

Note In the event of power failure or interruption of power supply SP will have to make necessary arrangement to ensure completion of work in due time.

SECTION-V: SERVICE LEVEL AGREEMENT

1. Intellectual Property Rights

- 1.1. The Service Provider will ensure that there is no violation of intellectual property rights, in any form, during execution of this project.
- 1.2. The Service Provider shall indemnify the State Government from all actions, costs, claims, demands, expenses & liabilities, whatsoever, resulting from any actual or alleged infringement as aforesaid and at the expenses of the Service Provider the State Government/Competent Authority shall be defended in the defense of any proceedings which may be brought in that connection.

2. Applicable Law

The contract shall be interpreted in accordance with the laws of the Govt. of India and the Government of M.P.

3. Inspections and Tests

The Competent Authority shall have the right to inspect the work done or to get it inspected by any agency at any stage during the contract period.

4. Governing Language

The contract shall be written in English language (accept Annexure I, Location List) Subject to clause related to language of Bid, English version of the contract shall govern its interpretation. All correspondences and other documents pertaining to the contract, which are exchanged between the parties, shall be written in the English or Hindi language.

5. Completion of Project

Project shall be considered complete only after:

- 5.1. Successful digitization of the registered documents in all record rooms of assigned zone for last 13 years and hand over of 2 soft copies of data back up to the concerned Controlling Officer.
- 5.2. Issuance of completion certificate for the assigned work along with sign off from Competent Authority to that effect.

6. Claims for Compensation for Submission of Bid

The Bidder whose Bid is not accepted shall not be entitled to any claim incidental to or incurred by him through or in connection with his submission of Bid or its consideration by the Competent Authority or in the event of State Government or Competent Authority opting to modify / withdraw the invitation to Bid or not to accept any of the Bid(s).

7. Change Orders

If the Competent Authority requires that any activity/activities, which is not provided for under the "scope of work" in the Bid document and the same cannot be considered to be

deemed to be covered under the scope of work as mentioned in the Bid document, it may ask the SP to work out the requirement of effort to execute the same. The Competent Authority after assessing the quantum of work vis a vis the effort submitted by SP will determine the requirement of effort. If the Service Provider agrees with the decision of the Competent Authority, he will proceed to execute the work. For this purpose rates prevailing in other government departments for similar work may be taken as a basis. Provided that work order not more than 20% of original contract may be given under this clause.

8. Liquidated Damages (LD) for delay in project schedule

In case of unsatisfactory work and delay, the contract will be cancelled and the work may be given to a Bidder working in another zone at the discretion of the Competent Authority. The differential will be recovered from the Service Provider. In addition following penalties shall be imposed:-

8.1. The penalties shall be imposed as follows in the event the work carries on beyond the stipulated period (as defined in Section VI - Time Schedule & Delivery Plan)

- Delay up to one month, the LD will be 2% of amount payable for particular phase
- Delay up to 2 months, the LD will be 5% of amount payable for particular phase
- Delay up to 3 months, the LD will be 8% of amount payable for particular phase
- Delay up to 4 months, the LD will be 10% of amount payable for particular phase

8.2. Delay beyond 4 months, the Competent Authority may terminate the contract and forfeit the performance security amount. Termination may also be done prior to this on valid ground as per clause 10.

8.3. The selected Bidders shall have to deposit the LD amount, as applicable, immediately after receiving information from the DRS. Failing which, LD amount will be recoverable from bill amount or PBG. Balance amount (if any) will be recovered as arrears of Land Revenue as per provisions of M.P Land Revenue Code, 1959 from the successful Bidder (herein after referred Service Provider)

9. Penalty for Error

Penalties shall be imposed on the SP dealing with data entry work in terms of errors found in captured document for the errors beyond 0.1 % (Error will be calculated on the basis number of documents having error at the time of checking sample data before upload and before sign off by Controlling Officer).

Sr.No.	% of Error	Penalty
1	0.1%-0.2%	0.5% of the total amount for the concerned Location
2	0.2.1%-0.4%	1% of the total amount for the concerned Location

3	0.4.1%-0.6%	2% of the total amount for the concerned Location
4	0.6.1%-0.8%	3% of the total amount for the concerned Location
5	above 0.8%	5% of the total amount for the concerned Location

9.1. No penalty shall be imposed on the SP without giving him an opportunity of being heard by the competent authority.

10. Termination for Default

10.1. The Competent Authority may, without prejudice to any other course of action, for breach of contract, by written notice of 15 days to the Service Provider, terminate the agreement in whole or in part, if:

10.1.1. The Service Provider fails to perform any or all of the obligations within the time period(s) specified in the agreement or any extension thereof granted, by Competent Authority.

10.1.2. The quality of the delivery of various tasks is not up to the satisfaction of the Competent Authority.

10.1.3. The Service Provider fails to perform any other obligation under the agreement.

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

10.3. The Service Provider shall stop the performance of the contract from the effective date of termination and hand over all the data entered till date of termination to the Competent Authority for which payment has been made. No consequential damages shall be payable to the Bidder in the event of termination.

10.4. In case of termination of contract as mentioned in clause above, Bank Guarantee furnished by the Bidder by way of Performance security shall stand forfeited.

11. Termination for Convenience

The Competent Authority, by written notice sent to the Service Provider, may terminate the contract, in whole or in part thereof, at any time for its convenience. The notice of termination shall specify that termination is for the Competent Authority's convenience and also the extent to which performance of the Service Provider under the contract is

terminated, and the date on which such termination becomes effective. No consequential damages will be payable to the Service Provider in the event of such termination.

12. Termination for Insolvency

The Competent Authority may at any time terminate the contract by giving 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 the Competent Authority.

13. Service Provider Personnel

The Service Provider shall employ and provide such qualified and experienced personnel as required to perform the services under the agreement and to the satisfaction of the Competent Authority. The Service Provider shall have an office at Bhopal and an office in the awarded zone. The office at Bhopal will be treated as the local support office of the SP.

14. Data Protection

- 14.1. In the course of providing the Services the Service Provider may be compiling, processing and storing proprietary data relating to the users.
- 14.2. The Service Provider is responsible for complying with its respective obligations under the applicable data protection laws and regulations governing the proprietary data.
- 14.3. The Service Provider is required to follow the best practices for the data security regarding all the data made available to them.
- 14.4. The Service Provider shall not transfer any data unless otherwise authorized by the Competent Authority in this regard.
- 14.5. It would be the responsibility of the Service Provider for proper upkeep of the records under his custody.

15. Confidentiality

- 15.1. The Competent Authority may permit the Service Provider to come into possession of confidential public records as per the needs of the project and the Service Provider shall maintain the highest level of secrecy, confidentiality and privacy with regard thereto.
- 15.2. Additionally, the Service Provider shall keep confidential all the details and information with regard to the project, including systems, facilities, operations, management and maintenance of the systems/facilities, during implementation or after completion of the project.

15.3. The Competent Authority shall retain all rights to prevent, stop and if required take the necessary punitive action against the Service Provider regarding any forbidden disclosure.

15.4. The Service Provider shall ensure that all its employees execute individual non disclosure agreements, which have been duly approved by Competent Authority with respect to this project.

15.4.1 The aforesaid provisions shall not apply to the information:

15.4.1.1. Already in the public domain;

15.4.1.2. Which has been received from a third party who had the right to disclose the aforesaid information disclosed to the public due to a court order

16. Force Majeure

16.1. Notwithstanding anything contained in the Bid document, the Service Provider shall not be liable for forfeiture of security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failures to perform its obligations under the agreement is the result of an event of Force Majeure.

16.2. For purposes of this clause “Force Majeure” means an event beyond the control of the Service Provider or the Competent Authority. Such events shall be limited to wars, revolutions, fires, floods, epidemics, quarantine restrictions freight embargoes and natural calamities and orders of others government/Authorities. The decision of the Competent Authority regarding Force Majeure shall be final and binding on the Service Provider.

16.3. If a Force Majeure situation arises, the Service Provider shall promptly notify to the Competent Authority in writing, of such conditions and the cause thereof. Unless otherwise directed by the Competent Authority in writing, the Service Provider shall continue to perform its obligations under the agreement as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The Competent Authority may terminate this agreement by giving a written notice of a minimum 30 days to the Service Provider, if as a result of Force Majeure; the Service Provider is unable to perform digitization work for a period of more than 60 days.

17. Resolution of Disputes

17.1. The Competent Authority and the Service Provider shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute that may arise between them under or in connection with the contract.

17.2. If, after 30 days from the commencement of such informal negotiations, the Competent Authority and the Service Provider are unable to resolve, amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism specified in the clause below.

17.3. In all matters and disputes arising there under, the M.P. State Arbitration Tribunal shall be the sole arbitrator to decide the claim and its decision shall be final and binding on both the parties. However, during the period of doubt, disagreement or dispute, the Service Provider shall ensure that the digitization project works in a normal way. Such doubts, disputes and disagreement shall not give any reason or freedom to the Service Provider to interfere in or prevent normal functioning of the computerization project.

18. Legal Jurisdiction

All legal disputes between the parties shall be subject to the jurisdiction of the courts situated in MP only. In case of arbitration, M.P. State Arbitration Tribunal will act as sole arbitrator.

19. Taxes and Duties

The responsibility of obtaining all the necessary statutory clearances lies with the Service Provider. The Service Provider shall be solely responsible for all taxes, duties, license fees, octroi etc. regarding all the items needed for completion of work assigned to him.

20. Local Conditions

20.1. The Service Provider shall be deemed, to have exhaustively examined the Bid document, to obtain all information and clarifications on all matters whatsoever, that might affect the carrying out of the work and to have satisfied himself as to the adequacy of the Bid. The Service Provider/Bidder is deemed to have known the scope, nature and magnitude of the work and as to all work he has to complete in accordance with the contracts, whatever be the defects, omissions or errors that may be found in the Bid document.

20.2. The Bidders/SPs shall be deemed to have acquainted himself of Government of India's and Government of Madhya Pradesh taxes & duties, Laws, statutes, regulations, levies and other charges.

20.3. Any negligence or omission or failure on the part of the Service Provider in obtaining necessary and reliable information as stated above or on any other matter affecting the Service Provider shall not relieve him from any risks or liabilities or the entire responsibility for completion of the work in accordance with the Bid document.

21. Notice

21.1. Any notice, request or consent required or permitted to be given or made in this contract shall be in writing. Any such notice/ request shall be deemed to have been given or made when delivered in person to the authorized representative of the party to whom the communication is addressed, or sent by registered mail, e-mail , fax to such party at the address specified below:

In case of Competent Authority:

Inspector General of Registration and Superintendent of Stamps, Panjiyan Bhawan,
Opp. Old Vidhan Sabha, Malviya Nagar , Bhopal, Madhya Pradesh. PIN 462003

In case of Service Provider: (To be filled at the time of signing of the Contract):

21.2. Notice will be deemed to be effective as specified below:

- In the case of personal delivery or registered mail - from the date of delivery.
- In the case of fax, e-mail - 24 hours after confirmed transmission.

22 Use of Contract Documents and information

22.1 The Bidder shall not, without the Competent Authority'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 Competent Authority in connection therewith, to any person other than a person employed by the Bidder. 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 of the contract.

22.2 The selected Bidder shall permit tendering authority to inspect selected Bidder's accounts and records relating to the performance of the selected Bidder and to have them audited.

22.3 Any document, other than the contract itself, shall remain the property of the Competent Authority and shall be returned (in all copies) to the Competent Authority on completion of the selected Bidder's performance under the contract, if so required by the Bidder.

23 Support Manpower:

23.1 The selected Bidders will be bound to supply Support Manpower with good antecedents.

23.2 All salaries and statutory benefits to the support manpower hired by the selected Bidders will have to be borne by the selected Bidder & no payments will be made by the Registration & Stamps Department.

23.3 In case of absence of any of his employees, the selected Bidders should provide alternative person immediately.

23.4 The selected Bidders shall submit attendance sheet of deployed manpower on monthly basis to concerned officer authorized by DRS.

23.5 The selected Bidder should ensure that the behavior of manpower is decent. The selected Bidders will be held responsible for indecent behavior of manpower and such employees should be immediately replaced when such matter is reported.

23.6 Registration & Stamps Department will not be liable to indemnify to the manpower/employee of the selected Bidders due to any miss happening of any type occurred in project period.

24 Binding Clause:

All decisions taken by Competent Authority regarding the processing of this Bid and award of contract shall be final and binding on all parties concerned.

SECTION-VI: TIME SCHEDULE AND DELIVERY PLAN

- I. The data entry for all the record rooms of the zone allotted to the SP (Annexure 1) has to be completed in 390 days from the date of signing the agreement including period for commissioning/training.
- II. The following Schedule is to be followed.

Sr. No.	Time Schedule	Work	Phase
1	T+30	Commissioning of Hardware/Installation of software, training to operators and obtaining sign off of effort estimation from Controlling Officer.	Phase 1
2	T + 120 days	15 % of digitization at all the record rooms of the awarded zone	Phase 2
3	T + 210 days	40% of digitization at all the record rooms of the awarded zone	Phase 3
4	T + 300 days	75% of digitization at all the record rooms of the awarded zone	Phase 4
5	T+ 390 days	100% of digitization at all the record rooms of the awarded zone	Phase 5

* Whereas T is date of signing the agreement

- **Note:** It must be noted that the time schedule for each phase shown in the table above would be enforced independently therefore; the Service Provider /selected Bidder shall have to be extremely careful in establishing an excellent project management & set-up for execution of the assigned work at all the designated locations.

SECTION-VII- PAYMENT SCHEDULE

The payment to the Service Provider shall be made as under:

1. Payment for Digitization of Records at all the locations across MP -

Sr. No	Amount Payable after 10% deduction for each phase (Beginning from Phase 2)	Condition/ Event	Phases
1	13.5% of Contract Value	On successful completion of 15 % work at each record room for the assigned zone (Sign off from concerned Controlling Officer is mandatory)	Phase 2
2	22.5% of contract value	On successful completion of 40% work at each record room for the assigned zone (Sign off from concerned Controlling Officer is mandatory)	Phase 3
3	31.5% of contract Value	On successful completion of 75% work at each record room for the assigned zone (Sign off from concerned Controlling Officer is mandatory)	Phase 4
4	22.5% of contract Value	On successful completion of 100% work at each record room for the assigned zone (Sign off from concerned Controlling Officer is mandatory)	Phase 5

Note: No Advance payment shall be made in any stage.

- 10% amount of the bill value would be deducted from each bill and the deducted 10% amount would be paid after adjusting penalties for delay and error in data entry (if any)
- Required corrections in errors in random data checking will have to be done by the Service Provide before remaining payment is released. If corrections are not done and sign off not taken from controlling officer, remaining 10% amount shall be forfeited.
- Payment will be due only in successful upload of data after sign off by the Competent Authority.

2. Terms of Payments

- 2.1 Any penalties/ liquidated damages imposed on the selected Bidder for non-performance, as per the criterion mentioned in this Bid document, will be deducted from the payments for the respective period.
- 2.2 All the kinds of tax will be deducted at source as per the prevalent rules & regulations at the time of making payments to the selected Bidders during the respective billing cycles.
- 2.3 The terms of payment will be as follows:
 - 2.3.1 The payment will be made on submission of bill (in two copies) along with required sign off to the DRS as per payment schedule (Section VII). The DRS will examine the bill thoroughly being payment authority and as per the terms & conditions of RFP.
 - 2.3.2 The DD/ Banker cheques will be made in the name of selected Bidders as per the detail given in bill/ demand note and after deducting the taxes/ penalties (as and if applicable) in accordance to the provisions in this RFP document. All remittance charges will be borne by the selected Bidder.

SECTION-VIII : LIST OF ATTACHED ANNEXURES

Annexure 1: List of project sites & volume of data to be digitized SRO wise

Annexure 2: Technical Specifications

Annexure 3: Request for Clarifications Form

Annexure 4: Technical Bid FORM

Annexure 5: Bid Security Form

Annexure 6: Commercial Bid – Price Schedule

Annexure 7: Format for Furnishing the Roles and Responsibilities in case of consortium

Annexure 8: Bidder Authorization Certificate

Annexure 9: Self – Declaration

Annexure 10: Certificate of Conformity

Annexure 11: Letter of Undertaking/Declaration

Annexure 12: MIS Reports

Annexure-1**LIST OF PROJECT SITES & Volume of data to be Digitized SRO wise**

पुराने रिकार्ड का डिजिटाइजेशन						
रिकार्ड रूमवार डिजिटाइजेशन हेतु दस्तावेजों की अनुमानित संख्या						
स.क्र	परिक्षेत्र का नाम	जिले का नाम	रिकार्ड रूम का नाम	रिकार्ड रूम में उपलब्ध दिनांक 01.04.2000 से 31.03.2013 तक पंजीबद्ध क्रमांक-1 के दस्तावेजों की संख्या	कुल जिलेवार संख्या	न्यूनतम डेटा एन्ट्री ऑपरेटर/कम्प्यूटरों की संख्या
1		इंदौर	इंदौर -1	503496		72
			इंदौर -2	19423		4
			इंदौर -3	18608		4
			इंदौर -4	11332		2
			महू	4420		2
			सांवेर	2218		2
			देपालपुर	2549		2
					562046	88
2	इंदौर उज्जैन	बड़वानी	बड़वानी	18618		4
			राजपुर	34273		6
			सेंधवा	10804		2
			पानसेमल	8036		2
			वरला	1688		2
					73419	16
3		खण्डवा	खण्डवा	23542		4
			पंधाना	10174		2
			हरसूद	23849		4
					57565	10
4		खरगौन	खरगौन	64147		10
			भीकनगांव	32603		6
			सेगाँव	4167		2
			कसरावद	27442		4

पुराने रिकार्ड का डिजिटाइजेशन						
रिकार्ड रूमवार डिजिटाइजेशन हेतु दस्तावेजों की अनुमानित संख्या						
स.क्र	परिक्षेत्र का नाम	जिले का नाम	रिकार्ड रूम का नाम	रिकार्ड रूम में उपलब्ध दिनांक 01.04.2000 से 31.03.2013 तक पंजीबद्ध क्रमांक-1 के दस्तावेजों की संख्या	कुल जिलेवार संख्या	न्यूनतम डेटा एन्ट्री ऑपरेटर/कम्प्यूटरों की संख्या
			महेश्वर	19031		4
			करही	4806		2
			बड़वाह	23468		4
			सनावद	18654		4
					194318	36
5		बुरहानपुर	बुरहानपुर	46695	46695	8
6		अलीराजपुर	अलीराजपुर	9399		2
			जोबट	5748		2
			भाबरा	3764		2
					18911	14
7		झाबुआ	झाबुआ	15144		2
			पेटलावद	8933		2
			मेघनगर	4266		2
			थांदला	5213		2
					33556	8
8		धार	धार	87826		12
			बदनावर	29714		4
			सरदारपुर	29444		4
			धरमपुरी	20416		4
			मनावर	22906		4
			कुक्षी	17958		4
			गंधवानी	6282		2
					214546	34

पुराने रिकार्ड का डिजिटाइजेशन									
रिकार्ड रूमवार डिजिटाइजेशन हेतु दस्तावेजों की अनुमानित संख्या									
स.क्र	परिक्षेत्र का नाम	जिले का नाम	रिकार्ड रूम का नाम	रिकार्ड रूम में उपलब्ध दिनांक 01.04.2000 से 31.03.2013 तक पंजीबद्ध क्रमांक-1 के दस्तावेजों की संख्या	कुल जिलेवार संख्या	न्यूनतम डेटा एन्ट्री ऑपरेटर/कम्प्यूटरों की संख्या			
9		उज्जैन	उज्जैन	118325		18			
			बड़नगर	26949		4			
			महिदपुर	29813		4			
			नागदा	20748		4			
			खाचरौद	19726		4			
			तराना	11525		2			
			घटिया	5142		2			
						232228	38		
			10		रतलाम	रतलाम	103140		16
						जावरा	45846		8
आलोट	24604					4			
सेलाना	6680					2			
						180270	30		
11		देवास	देवास	81674		12			
			सोनकच्छ	22599		4			
			बागली	19952		4			
			कन्नौद	13384		2			
			खातेगाँव	12568		2			
						150177	24		
12		नीमच	नीमच	52080		8			
			जावद	9493		2			
			मनासा	18493		4			

पुराने रिकार्ड का डिजिटाइजेशन						
रिकार्ड रूमवार डिजिटाइजेशन हेतु दस्तावेजों की अनुमानित संख्या						
स.क्र	परिक्षेत्र का नाम	जिले का नाम	रिकार्ड रूम का नाम	रिकार्ड रूम में उपलब्ध दिनांक 01.04.2000 से 31.03.2013 तक पंजीबद्ध क्रमांक-1 के दस्तावेजों की संख्या	कुल जिलेवार संख्या	न्यूनतम डेटा एन्ट्री ऑपरेटर/कम्प्यूटरों की संख्या
			रामपुरा	5001		2
			सिंगोली	3783		2
					88850	18
13		शाजापुर	शाजापुर	85453		12
			शुजालपुर	27012		4
			कालापपीपल	19390		4
			आगर	19561		4
			बडौद	14777		2
			सुसनेर	23791		4
			नलखेड़ा	15750		2
						205734
14		मंदसौर	मंदसौर	96786		14
			मल्हारगढ़	37969		6
			सीतामउ	47516		8
			शामगढ़	17578		4
			गरोठ	15645		2
			भानपुरा	17742		4
						233236
	योग	14	72	2291551		386
15	ग्वालियर चम्बल सागर	ग्वालियर	ग्वालियर 1	218608		32
			ग्वालियर 2	20212		4
			डबरा	64849		10
			भितरवार	25743		4

पुराने रिकार्ड का डिजिटाइजेशन						
रिकार्ड रूमवार डिजिटाइजेशन हेतु दस्तावेजों की अनुमानित संख्या						
स.क्र	परिक्षेत्र का नाम	जिले का नाम	रिकार्ड रूम का नाम	रिकार्ड रूम में उपलब्ध दिनांक 01.04.2000 से 31.03.2013 तक पंजीबद्ध क्रमांक-1 के दस्तावेजों की संख्या	कुल जिलेवार संख्या	न्यूनतम डेटा एन्ट्री ऑपरेटर/कम्प्यूटरों की संख्या
					329412	50
16		शिवपुरी	शिवपुरी	44180		6
			कोलारस	33425		6
			करेरा	16203		2
			नरवर	13273		2
			पेहरी	14207		2
			पिछोर	20615		4
			खनियाधाना	14765		2
					156668	24
17		गुना	गुना	85584		12
			राधौगढ़	18903		4
			चाचौड़ा	26861		4
			आरौन	19102		4
					150450	24
18		अशोकनगर	अशोकनगर	41891		6
			मुंगावली	21602		4
			ईसागढ़	19163		4
			चंदेरी	13442		2
					96098	16
19		दतिया	दतिया	73620		10
			सेवड़ा	31143		4
			भाण्डेर	19857		4
					124620	18

पुराने रिकार्ड का डिजिटाइजेशन						
रिकार्ड रूमवार डिजिटाइजेशन हेतु दस्तावेजों की अनुमानित संख्या						
स.क्र	परिक्षेत्र का नाम	जिले का नाम	रिकार्ड रूम का नाम	रिकार्ड रूम में उपलब्ध दिनांक 01.04.2000 से 31.03.2013 तक पंजीबद्ध क्रमांक-1 के दस्तावेजों की संख्या	कुल जिलेवार संख्या	न्यूनतम डेटा एन्ट्री ऑपरेटर/कम्प्यूटरों की संख्या
20		मुरैना	मुरैना	89831		14
			पोरसा	22289		4
			अम्बाह	25196		4
			जौरा	35943		6
			कैलारस	15577		2
			सबलगढ़	10986		2
						199822
21		भिण्ड	भिण्ड	69230		10
			मेंहगॉव	16648		2
			गेहद	44200		6
			अटेर	2018		2
			लहार	17135		4
			मिंहोना	5810		2
			रौन	364		2
			155405	28		
22		श्योपुर	श्योपुर	19494		4
			विजयपुर	6375		2
						25869
23		सागर	सागर	95965		14
			खुरई	23321		4
			रेहली	10165		2
			बण्डा	17555		4
			देवरी	19521		4

पुराने रिकार्ड का डिजिटलइजेशन						
रिकार्ड रूमवार डिजिटलइजेशन हेतु दस्तावेजों की अनुमानित संख्या						
स.क्र	परिक्षेत्र का नाम	जिले का नाम	रिकार्ड रूम का नाम	रिकार्ड रूम में उपलब्ध दिनांक 01.04.2000 से 31.03.2013 तक पंजीबद्ध क्रमांक-1 के दस्तावेजों की संख्या	कुल जिलेवार संख्या	न्यूनतम डेटा एन्ट्री ऑपरेटर/कम्प्यूटरों की संख्या
			बीना	22416		4
			गढ़ाकोटा	12557		2
					201500	34
24		दमोह	दमोह	46185		8
			हटा	25600		4
			पथरिया	11029		2
			बटियागढ़	11552		2
			तेन्दूखेड़ा	7100		2
			जबैरा	4930		2
					106396	20
25		पन्ना	पन्ना	23429		4
			पवई	13558		2
			गुन्नौर	10501		2
			अजयगढ़	6358		2
			शाहनगर	6868		2
					60714	12
26		छतरपुर	छतरपुर	59280		8
			नौगांव	27344		4
			बिजावर	17689		2
			लवकुशनगर (लौंठी)	25121		4
			राजनगर	17260		4

पुराने रिकार्ड का डिजिटाइजेशन						
रिकार्ड रूमवार डिजिटाइजेशन हेतु दस्तावेजों की अनुमानित संख्या						
स.क्र	परिक्षेत्र का नाम	जिले का नाम	रिकार्ड रूम का नाम	रिकार्ड रूम में उपलब्ध दिनांक 01.04.2000 से 31.03.2013 तक पंजीबद्ध क्रमांक-1 के दस्तावेजों की संख्या	कुल जिलेवार संख्या	न्यूनतम डेटा एन्ट्री ऑपरेटर/कम्प्यूटरों की संख्या
			बक्सवाहा	5946		2
					152640	24
27		टीकमगढ़	टीकमगढ़	52297		8
			निवाडी	10746		2
			जतारा	11005		2
			पृथ्वीपुर	9310		2
			बल्देवगढ़	6085		2
						89443
	योग	13	66		1849037	304
28		जबलपुर	जबलपुर	206837		30
			सिहोरा	33025		6
			पाटन	18013		4
					257875	40
29		कटनी	कटनी	92181		14
			विजयराघौगढ़	10627		2
						102808
30		नरसिंहपुर	नरसिंहपुर	26067		4
			गाडरवारा	31610		4
			गोटेगांव	15270		2
			करेली	11750		2
			तेंदूखेडा	7475		2
					92172	14
31	जबलपुर रीवा शहडोल	छिन्दवाड़ा	छिन्दवाड़ा	55265		8

पुराने रिकार्ड का डिजिटलइजेशन						
रिकार्ड रूमवार डिजिटलइजेशन हेतु दस्तावेजों की अनुमानित संख्या						
स.क्र	परिक्षेत्र का नाम	जिले का नाम	रिकार्ड रूम का नाम	रिकार्ड रूम में उपलब्ध दिनांक 01.04.2000 से 31.03.2013 तक पंजीबद्ध क्रमांक-1 के दस्तावेजों की संख्या	कुल जिलेवार संख्या	न्यूनतम डेटा एन्ट्री ऑपरेटर/कम्प्यूटरों की संख्या
			अमरवाड़ा	14944		2
			सौंसर	21217		4
			पांडुर्णा	24104		4
			जुन्नारदेव	6340		2
			परासिया	9535		2
			चौरई	13495		2
					144900	24
32		बालाघाट	बालाघाट	62288		10
			वारासिवनी	41135		6
			बैहर	19111		4
			कटंगी	12569		2
			लांजी	13193		2
					148296	24
33		मण्डला	मण्डला	43323		6
			निवास	8428		2
			नैनपुर	6961		2
					58712	10
34		सिवनी	सिवनी	47429		8
			लखनादौन	20593		4
			केवलारी	9469		2
			बरघाट	13214		2
					90705	16
35		रीवा	रीवा	112184		16

पुराने रिकार्ड का डिजिटाइजेशन						
रिकार्ड रूमवार डिजिटाइजेशन हेतु दस्तावेजों की अनुमानित संख्या						
स.क्र	परिक्षेत्र का नाम	जिले का नाम	रिकार्ड रूम का नाम	रिकार्ड रूम में उपलब्ध दिनांक 01.04.2000 से 31.03.2013 तक पंजीबद्ध क्रमांक-1 के दस्तावेजों की संख्या	कुल जिलेवार संख्या	न्यूनतम डेटा एन्ट्री ऑपरेटर/कम्प्यूटरों की संख्या
			मउगंज	19083		4
			हनुमना	13132		2
			त्यौंथर	20804		4
			सिरमौर	12265		2
					177468	28
36		सतना	सतना	135003		20
			नागौद	5871		2
			मैहर	11935		2
			अमरपाटन	11875		2
			रामपुरबघेलन	7850		2
					172534	28
37		सीधी	सीधी	74741		12
			रामपुरनैकिन	8610		2
						83351
38		सिंगरौली	सिंगरौली	72306		10
			चितरंगी	12257		2
			देवसर	30729		4
						115292
39		शहडोल	शहडोल(सोहा गपुर)	36348		6
			ब्यौहारी	9287		2
			जयसिंहनगर	4480		2
						50115

पुराने रिकार्ड का डिजिटलइजेशन							
रिकार्ड रूमवार डिजिटलइजेशन हेतु दस्तावेजों की अनुमानित संख्या							
स.क्र	परिक्षेत्र का नाम	जिले का नाम	रिकार्ड रूम का नाम	रिकार्ड रूम में उपलब्ध दिनांक 01.04.2000 से 31.03.2013 तक पंजीबद्ध क्रमांक-1 के दस्तावेजों की संख्या	कुल जिलेवार संख्या	न्यूनतम डेटा एन्ट्री ऑपरेटर/कम्प्यूटरों की संख्या	
40		उमरिया	उमरिया	22930	22930	4	
41		डिण्डौरी	डिण्डौरी	26507	26507	4	
42		अनूपपुर	अनूपपुर	अनूपपुर	21456		4
			कोतमा	कोतमा	4674		2
			पुष्पराजगढ़	पुष्पराजगढ़	6519		2
						32649	12
	योग	15	52		1576314	256	
43	भोपाल एवं नर्मदापुर म होशंगाबा द संभाग	भोपाल	भोपाल-1	127669		18	
			भोपाल-2	269753		38	
			भोपाल-3	12402		2	
			बैरसिया	18809		4	
						428633	62
44		रायसेन	रायसेन	रायसेन	26657		4
			औबेदुल्लागंज	औबेदुल्लागंज	22972		4
			बरेली	बरेली	18135		4
			उदयपुरा	उदयपुरा	12066		2
			बेगमगंज	बेगमगंज	8959		2
	गैरतगंज		गैरतगंज	7206		2	
	सिलवानी		सिलवानी	7590		2	
					103585	20	
45	विदिशा	विदिशा	विदिशा	53073		8	
		गंजबासौदा	गंजबासौदा	36045		6	
		सिरोंज	सिरोंज	17924		4	

पुराने रिकार्ड का डिजिटाइजेशन						
रिकार्ड रूमवार डिजिटाइजेशन हेतु दस्तावेजों की अनुमानित संख्या						
स.क्र	परिक्षेत्र का नाम	जिले का नाम	रिकार्ड रूम का नाम	रिकार्ड रूम में उपलब्ध दिनांक 01.04.2000 से 31.03.2013 तक पंजीबद्ध क्रमांक-1 के दस्तावेजों की संख्या	कुल जिलेवार संख्या	न्यूनतम डेटा एन्ट्री ऑपरेटर/कम्प्यूटरों की संख्या
			कुरवाई	9160		2
			नटेरन	18209		4
			लटेरी	9355		2
			ग्यारसपुर	5825		2
					149591	28
46		सीहोर	सीहोर	42956		6
			आष्टा	31092		4
			बुधनी	9450		2
			नसरुल्लागंज	8795		2
			इच्छावर	5886		2
			दोराहा	11123		2
					109302	18
47		राजगढ़	राजगढ़	21668		4
			ब्यावरा	23819		4
			सारंगपुर	24524		4
			नरसिंहगढ़	21519		4
			जीरापुर	14462		2
			खिलचीपुर	13120		2
					119112	20
48		होशंगाबाद	होशंगाबाद	36604		6
			इटारसी	23047		4
			सिवनीमालवा	14371		2
			सोहागपुर	11125		2

पुराने रिकार्ड का डिजिटाइजेशन							
रिकार्ड रूमवार डिजिटाइजेशन हेतु दस्तावेजों की अनुमानित संख्या							
स.क्र	परिक्षेत्र का नाम	जिले का नाम	रिकार्ड रूम का नाम	रिकार्ड रूम में उपलब्ध दिनांक 01.04.2000 से 31.03.2013 तक पंजीबद्ध क्रमांक-1 के दस्तावेजों की संख्या	कुल जिलेवार संख्या	न्यूनतम डेटा एन्ट्री ऑपरेटर/कम्प्यूटरों की संख्या	
49			पिपरिया	15779	110848	2	
			बनखेड़ी	9922		2	
						18	
			हरदा	हरदा	38529	52322	6
				टिमरनी	13793		2
							8
50		बैतूल	बैतूल	62091	103538	10	
			मुलताई	32743		6	
			भेंसदेही	8704		2	
						18	
	योग	8	41		1176931	192	
	महायोग	50	231		6893833	1138	

Note: The above list of Records is indicative and is subject to change.

Annexure-2**Hardware Specifications****1. Desktop Computer**

Make & Model- HP/HCL/Lenovo/Dell/IBM		(Yes/No)
CPU	Intel or AMD	
No of Cores	Minimum 2	
CPU Speed	Minimum 2.33 GHz or higher	
Cache Memory	Minimum 1 MB (in case of AMD)/ 4 MB (in case of Intel) L2 or higher	
FSB	Minimum 1333 MHz or Higher	
Memory	2 GB DDR2 RAM Min. 667MHz or Higher	
HDD	320 GB SATA 7200rpm HDD or Higher	
Monitor	17" Color TFT Monitor (Screen Resolution – 1024 X 768 Pixels) or higher	
Optical Drive	Internal DVD-RWOM Drive	
	Hindi keyboard layout & Hindi font Krutidev	
Cabinet	Micro-ATX/ Desktop	
Network Features	Integrated 10/100/1000 LAN Card	
OS	MS-Vista (Business) Service Pack 1, Windows 7 Enterprise edition Service Pack 1 and MS Office 2003 or Higher	
Antivirus	Commercial Anti-Virus Software from leading OEMs like Trend-Micro/ Symantec/ Kaspersky/ MacAfee to be installed on the Desktop Computers for the entire contract/ project period.	

2. Basic Laser Printer

Make - HP /Samsung /Epson/Canon	
Speed	Minimum 15 PPM (A4)
Resolution	Min. 1200 X 1200 dpi
Duty Cycle	Min. 5,000 pages/ month
Interface	USB 2.0 with Cable
Duplex	Yes
Paper Support	Legal, A4
Drivers/ Software	Yes (MS-Windows Vista/ 7)

3. UPS (online/offline) with 4 Hours Backup for all Deployed Desktops at each Location

Make & Model - Luminous/Vguard/iBill/APCetc		(Yes/No)
Certifications	ISO 9001 and 14001 Certified OEM	
Technology	UPS	
Input Voltage	160-290V AC	
Output	1 KVA	
Voltage	220 / 230 /240 VAC	
Battery Backup	4 hours for two desktops	
Battery brand	EXIDE, PANASONIC, QUANTA, ROCKET, CSB etc	
Battery Ratings	120 Ah*2	
Warranty	Entire contract/project period for UPS & Batteries	

- SP will do the arrangement for alternative power supply if required.

4. Furniture & Other Equipments

Furniture & Other Equipments	
Table	As Per Site (Record Room) Requirement
Chairs	As Per Site (Record Room) Requirement
LAN Cables	As Per Site (Record Room) Requirement
Extension Cords	As Per Site (Record Room) Requirement
CD/DVD etc	As Per Site (Record Room) Requirement

Annexure-3

REQUEST FOR CLARIFICATIONS FORM

Bid No. IGR-2/2013

Name of the Company/Firm: _____

Name of Person(s) Representing the Company/Firm:

Name of Person	Designation	Email-ID(s)	Tel. Nos. & Fax Nos.

Company/Firm Contacts:

Contact Person(s)	Address for Correspondence	Email-ID(s)	Tel. Nos. & Fax Nos.

Query / Clarification Sought:

S.No.	RFP Page No.	RFP Clause No.	Clause Details	Query/ Clarification	Suggestion/

Note: - Queries must be strictly submitted only in the prescribed format. Queries not submitted in the prescribed format will not be considered/ responded by the tendering authority.

Date: _____

Place: _____

(Signature)

In the capacity of _____

Duly authorized to sign Bid for and on behalf of _____

Annexure-4

Technical Bid FORM

1) **Addressed to** :Inspector General of Registration and Superintendent of Stamps

a.	Name of the Issuing Authority	Inspector General Registration and Stamps, Govt. of MP
b.	Address	Panjiyan Bhawan, Opp. Old Visdhan Sabha,
c.	Telephone	0755-
	TeleFax	0755-

2) **RFP Reference:**

1.	Name of lead Bidder			
2.	Details of the authorized contact person of the Bidder/Lead Partner of the consortium.			
3.	Registered Office Address			
4.	Year of Establishment			
5.	Type of Firm	Public Limited/Private Limited/ Proprietary/Partnership/Society/Other		
	Put Tick(✓) mark			
6.	Telephone Number(s)			
7.	Email Address/ Website	Email: _____ Web-Site: _____		
8.	Fax No.			
9.	Mobile no.	Mobile: _____		
11.	Year-wise financial turnover	2009-10	2010-11	2011-12

3) **Experience in same or similar projects completed**

S.No.	Name of the Department/PSU with address, Name of contact person and telephone numbers	Description of project	Responsibility or Role of the Bidder in the project	Order Value (Rs)	Completion Date
1.					
2.					
3.					
4.					
5.					

(Please attach completion certificates from the concern department/PSU)

4) **Details of ongoing similar projects with status**

S.No.	Name of Department/PSU with address, Name of contact person and telephone numbers	Description of project	Responsibility or Role of the Bidder in the project	Order Value (Rs)	Project Status
1.					
2.					
3.					

4.					
----	--	--	--	--	--

(Please attach client certificates)

5) **Details of major projects other than mentioned in 3 & 4**

S.No.	Name of Department/PSU/Company	Brief Description of Projects	Order Value (in Rs)	Status

6) **Support network:**

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

Center(s)	Numbers	Location(s)
Head office		
Development Centers		
Support Centers		
Repair/Workshop Facility		

7) The Tender fee amounting to Rs. 5,000/- (Rupees Five Thousand only) has been deposited vide cash receipt no. _____ dated _____.

8) The rates quoted are valid up to _____. (Subject to a minimum of 180 days from the last date of Bid submission). The validity can be extended with mutual agreement.

9) Following documents are attached towards the proof of earnest money deposited.

S.No.	Earnest Money Deposit through	Demand Draft /BG Number	Dated	Drawn on Bank

10) We agree to abide by all the conditions mentioned in this Tender Notice issued by the Tendering Authority and also the further conditions of the said Tender Notice given in the attached sheets (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein).

11) Reproduced / re-word-processed formats or Bidder's own formats for the price quotations will disqualify the Bidder.

12) Tax Clearance Certificates:

S.No.	Type of Tax	Whether tax clearance certificate enclosed (Yes/No)	CA Certificate Number
1	MP-ST-TIN		
2	CST / VAT		

13) We accept payment modality as mentioned in the Bid document.

Note: Remittance charge on payment made shall be borne by the Bidder.

14) Financial Bid of this Tender document is enclosed in a separate envelope duly signed and sealed.

15) **PROPOSED DEPLOYMENT STRUCTURE:** An organization chart indicating the project Team organization as envisaged by the Bidder for execution of this assignment to be given in the Technical Bid.

16) .We have data entry operators/employees with the organization which has undertaken similar type of project. The data entry operators' details are as given below:

Sr. No	Operator Name	Qualification	Working Since
1			
2			

17) Annual Turnover for the last 3 financial years:

SI. No.	Financial Year	Total Annual Turnover (in Rupees)	Desegregated Turnover from		
			Digitization	Other IT related services	Other Areas of Operation

Note: Please attach Audited Balance Sheets and Profit and Loss Statements during these 3 financial years, duly audited by Chartered Accountant/ Statutory Auditors.

18) Particulars of Authorization of the person signing these documents on behalf of the Bidder,

1. Name, designation and address of the authorized person:
2. Name, designation and address of the person authorizing for signing the document:
3. Details of documents showing that the persons mentioned in entry (above, is authorized to issue such a authority:
4. Type/form of the issued authority (Whether power of attorney/Authorization letter etc.):
5. Extent of liability covered under this Authority (Give exhaustive list of liabilities covered):

Note: Please enclose the original authorisation document

19) CD/DVD of Presentation (attached) regarding :-

1. Understanding of Process of record keeping at SR offices
2. Video recording of visited SR office
3. Project rollout/implementation Plan

20) Tendering authority will further technically shortlist the Bidders on the basis of the proposal documents, the decision of Tendering Authority will be final and will be binding to the Bidders.

Dated:

Name of the Bidder:

Place:

Seal:

Note: Please add separate pages as Annexure, if required.
(To be mentioned on the cover as "Financial Bid")

Annexure-5
BID SECURITY FORM

Bid No. IGR-2/2013

PARTICULARS OF BID SECURITY

1. Name of the Bank
2. Name, Address, Tel. Nos. & Fax Nos. of Bank Branch Issuing the draft

3. Code No. of Bank Branch
4. Amount of Draft
5. Bank Draft/Bank Guarantee No. and Date
6. Valid up to (give date)

Note: Demand Draft/Bank Guarantee is to be submitted along with the Bid and to be sealed inside Technical Bid envelope

Date: _____

Place: _____

Name and Designation with Seal

Annexure-6
COMMERCIAL BID –Price Schedule

To,
The Inspector General of Registration and Superintendent of Stamps,
Panjiyan Bhawan,
Opposite Old Vidhan Sabha,
Malviya Nagar,
Bhopal, Madhya Pradesh-462003.

Sub/ Ref: Bid providing turnkey solution towards APPOINTMENT OF AGENCY FOR
DIGITIZATION OF OLD REGISTERED DOCUMENTS OF REGISTRATION AND STAMPS
DEPARTMENT

Dear Sir,

Having examined the Bid Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to implement the project Solution for DRS, Government of Madhya Pradesh. To meet such requirements and to provide services as set out in the Bid document following is our quotation summarizing our commercial proposal.

Cost of Digitization per document in INR (Inclusive of All Tax)
(In Figures) Rs.
(In Words) Rupees

We attach hereto the detailed commercial proposal. We undertake, if our proposal is accepted, we will obtain a performance security in the format given in the Bid document issued by a scheduled bank in India, acceptable to Competent Authority for a sum equivalent to 15% of the calculated value (Per Document Rate Multiplied by No. of documents in awarded zone) as per number of record defined in the Bid document for the due performance of the contract.

We agree for unconditional acceptance of all the terms and conditions in the Bid document and also agree to abide by this Bid response for a period of 180 days from the date fixed for Bid opening and it shall remain binding upon us, until within this period a formal contract is prepared and executed, this Bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the Competent Authority is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the Competent Authority as to any material fact.”

We agree that you are not bound to accept the lowest or any Bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any if the products/ service specified in the Bid response without assigning any reason whatsoever.

We also agree that IGRS/ Competent Authority reserve the right to further negotiate the quoted prices with the successful Bidder.

We also agree that IGRS/ Competent Authority reserves the right to not to award the contract to the L1 bidder without assigning any reasons thereof.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of < >
(Signature)

(In the capacity of).....

Duly authorized to sign the Bid Response for and on behalf of:
(Name and Address of Company)

Seal/Stamp of bidder

Witness Signature:

Witness Name:

Witness Address:

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, certify that I am of the, and thatwho signed the above Bid is authorized to bind the corporation by authority of its governing body.

Date: _____
Place: _____

Name and Designation with Seal

Annexure-7
Format for Furnishing the Roles & Responsibilities in case of consortium

Bid No. IGR-2/2013

	Roles and Responsibilities		
	Lead Bidder	Consortium Partner 1	Consortium Partner 2
Part / Activities (As per Scope of Work in Section IV)			
Project Part 1			
Activity 1			
Activity 2			
Etc....			
Project Part 2			
Activity 1			
Activity 2			
Etc....			
Project Part 3			
Activity 1			
Activity 2			
Etc....			
Project Part 4			
Activity 1			
Activity 2			
Etc....			

Date: _____

Place: _____

Name and Designation with Seal

Annexure-8
BIDDER'S AUTHORIZATION CERTIFICATE

Bid No. IGR-2/2013

To,
The Inspector General (IG),
Dept. of Registration and Stamps,
Govt. of MP, Bhopal.

<Bidder's Name _____, <Designation>
_____ is hereby authorized to sign relevant documents on behalf of the
company/firm in dealing with Bid of reference <Bidder 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 the above said
Bid.

Thanking you,

Authorized Signatory

<Bidder's Name>

Seal

Annexure-9
SELF-DECLARATION

Bid No. IGR-2/2013

Ref: _____

Date:

To,
The Inspector General (IG),
Dept. of Registration and Stamps,
Govt. of MP, Bhopal.

In response to the Tender _____ dated _____ for running the project, as a owner/partner/Director of _____ I / We hereby declare that our Company/firm _____ is having unblemished past record and was not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time.

Name of the Bidder: -

Signature: -

Seal of the Organization: -

Annexure-10

CERTIFICATE OF CONFORMITY

Bid No. IGR-2/2013

Date: _____

To,
The Inspector General (IG),
Dept. of Registration and Stamps,
Govt. of MP, Bhopal.

CERTIFICATE

This is to certify that, details I have mentioned in the Technical Bid, 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 is inclusive of all the cost factors involved in the execution of the project, to meet the desired standards set out in the tender document.

Name:

Designation:

Seal:

Annexure-11
LETTER OF UNDERTAKING/DECLARATION

Inspector General of Registration & Superintendent of Stamps
(ON THE LETTER HEAD OF THE BIDDER)

Bid No. IGR-2/2013

Date: _____

LETTER OF UNDERTAKING/ DECLARATION

We, M/shereinafter called as "Bidder" complete address -----
-----hereby declare in favor of the IGRS, Government of MP, hereinafter called as the "Tendering Authority" and agree to abide by the following:

1. We are attaching Company/firm Constitution details.
2. Certificate of satisfactory such said services performance deployed has been enclosed.
3. We have manpower employed with the organization which has undertaken similar type of project. The manpower (employees on roll) details are as given below:

S. No	Place (Name and address)	(PI enclose list with Name, Designation, Qualification, working since.)			
1					
2					

4. The annual turnover of our company/firm is as given below:

Particulars	2009-2010	2010-2011	2011-2012
Turnover of the firm for India (Rs. crores)			

5. We will ensure that required uptime as mentioned in this document at respective locations, calculated on a monthly basis is achieved for the implemented/commissioned project.
6. We shall give benefit of any price reduction found by the time of placing the supply order.
7. We agree to accept partial order if it is placed.

The above document is executed on / /2013 at place)_____and we accept that if anything out of the above information is found wrong, our Bid shall be liable for rejection.

Name of the Bidder: -

Signature: -

Seal of the Organization: -

Annexure-12 Various MIS Reports

1. Volume issuance and Return Report:

Sr. No.	Volume No.	Document No & Date (From - To)	Date of Issue	Date of Return	Signature of SP	Signature of SRO

2. Summary Report:

Sr. No.	Summary Level Report For Batch									
	Registration No.							Operator 1	Operator 2	Status
	District	SRO Name	SR Name	Registration Date	Book No.	Volume No.	Running Sr. No.			
1										Verified Ok
2										Mismatch in Record
										Registration No. Mismatch

3. Mismatch Report:

S r. N o.	Mismatch Report For all the records in a Batch									
	Registration No.							Mismatch Field Description	Data Entered by Op. 1	Data entered by Op. 2
	District	SRO Name	SR Name	Registration Date	Book No.	Volume No.	Running Sr. No.			
1										
2										

Output Report:

Report-Total No. of records ready for upload to Data Centre from SR Office in a given duration			
From		To	
Office Details	Batch No.	Total No. of Records	Date of Export
Bhopal 1	1	X	DD.MM,YY
	2	Y	DD.MM,YY
Total Batches		2	
Total Records		x+y	

Note-Department shall be free to ask for any other reports with no extra cost as and when required.