

Delhi Development Authority
(Systems Department)
Vikas Sadan, INA, New Delhi 110023

No.

Dated:

M/s

Serial No.

Subject: **E-Tender for "Scanning, indexing of documents and data entry" Two Bid System (Technical & Financial Bids).**

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(Tenderers are required to participate as per e-tendering procedure of DDA)

E-tenders are invited for the **"Scanning, indexing of documents and data entry"** at various offices of DDA in Delhi, at <http://eprocure.gov.in/eprocure/app>, as per the requirements described in Scope of work given in Annexure-1.

The terms and conditions shall be as under:-

Tenderers are required to deposit tender fee amounting Rs.**1859/-** and EMD amounting Rs. **7,50,000** through separate transactions with RTGS/NEFT in the account of Sr. A.O. Cash Main, D.D.A having account No. 1014042405 with Central Bank of India,Vikas Sadan,I.N.A. branch, New Delhi (IFSC Code CBIN0282695) the unique transaction reference of RTGS/NEFT shall have to be uploaded by the prescribed date. The Director (Systems) will get tender fee and EMD verified from Sr. A.O Cash Main on the unique transaction reference number against each RTGS/NEFT payment before the tenders are opened. Tenders not accompanied with tender fee or EMD shall not be considered.

Tenderers **must read complete tender document** before filling bids. Many important terms and conditions are given in draft of agreement (annexure-2) and other annexures , to avoid duplication, which may effect your costing and execution of contract.

1. The unique transaction reference on RTGS/NEFT against EMD, Tender fee, E-Tender Annual Charges shall be placed online at specified location for Tender for **“Scanning, indexing of documents and data entry”**.
2. **The technical Bids shall be opened online** in the presence of a committee or their representatives by authorized bid openers. Price Bids of only those tenderers shall be opened whose technical bids qualify, at a time and place of which notice will be given. The Tenderer technically qualified will be at liberty to be present either in person or through an authorized representative at the time of opening of the Price Bids with the Bid Acknowledgement Receipt or they can view the bid opening event online at their remote end.
3. The Tenderer should furnish Earnest Money in the form of NEFT/RTGS .The amount will be retained by DDA as part of security deposit, in case tender is accepted, otherwise it will be refunded. However no interest shall be payable on the earnest money.
4. The tender shall be submitted online in two parts, viz., technical bid and price bid.

Technical Bid

The Tenderers are required to furnish following documents in technical bid:-

- i) Scanned Copy of Memorandum & Article of Association of the company.
- ii) Scanned Copy of Description of tenderer company as per Annexure-3.
- iii) Scanned Copy of Details of the tenderer Company experience in the same field (Annexure-4).
- iv) Scanned Copy of Undertaking as per Annexure-5.
- v) Scanned Copy of Audited balance sheet for preceeding 3 years showing the revenue earned from similar nature of work.
- vi) Scanned Copy of Certificates of satisfactory services from the Organisations where similar work undertaken in last three years with name, designation and telephone numbers of the contact person in the said organization who could be contacted for necessary verification.
- vii) Scanned Copy of reference of RTGS/NEFT(Tender fee & EMD)
- viii) Scanned Copy of Tender Acceptance Letter (Annexure-10).

Any tender found lacking with respect to the necessary information and /or documents and/or Earnest Money with the Technical bid will not be considered.

Price Bid

- i) Schedule of price bid in the form of BoQ_XXXXX.xls
5. In case, the tenderer does not submit the offer as per terms and conditions, and / or modifies and / or withdraws offer, the entire amount of earnest money would liable to be forfeited.
 6. The decision arrived at for finally short-listing the tenderers by the tender Committee shall be final and binding upon all the tenderers.
 7. Pr. Commissioner(Systems), DDA shall have the right to reject all or any of the tenders including the lowest tender without assigning any reason whatsoever.
 8. The Tenderers shall submit the financial bid as per Annexure 7. Same is provided in .xls format along with this tender document. **Bidders are advised to download and quote rates and upload in the site at the respective location.**
 9. The Tenderers shall be free to discuss the issues, if any, with Principal Commissioner (Systems), Director (Systems) & Dy. Director (Systems) with prior appointment to enable them to submit their bids.
 10. The tenderer in the financial bid will give rates that shall cover all activities mentioned in the scope of work in Annexure-1. The rates for above should be given in figures as well as in words. **Rates must be inclusive of all taxes/duties and any other charges.** No increase in the rate will be considered, if any tax is levied by Delhi/Central Govt. during the course of execution of the above said work. However all applicable deductions on account of taxes and duties etc shall be made.
 11. **Validity of rates/offer**
The rates/offer shall be valid for the period of 90 days from the date of opening of quotations.
 12. The decision of the VC, DDA with respect to any of the matters pertaining to the tender or the agreement or arising there from shall be final and binding and shall not be called in question in any proceedings or at any forum whatsoever.
 13. The tenderer will not sub-let / sub-contract in part, or in full after getting the assignment. In the event of tenderer sub-letting the work / sub-contracting in part or full after the award of the work, the tenderer shall be considered to have thereby committed a breach of agreement and DDA shall forfeit the security deposit. The tenderer shall have no claim for any compensation or any loss on this account.

14. In case of any dispute between parties of this agreement, the same shall be subject to the jurisdiction of Delhi Courts only.
15. The Tenderers shall furnish the documentary proof of their technical capability to undertake the job of Scanning of documents and data entry.
16. The tenderer must enclose with the technical bid the certificates for satisfactory services issued by the Organizations/Companies where similar services were provided by the company in last three years with name, designation and telephone numbers of the contact person.
17. Once the Technical bids of the tenderers are opened, the committee constituted for the purpose of evaluation of tenders will evaluate and may prepare a shortlist of the tenderers found suitable based on the technical bids. And will finally shortlist the tenders according to the capabilities, skills and will open the financial bids of only the finally shortlisted tenderers.
18. Once the quotation of the Tenderer is accepted and the acceptance is communicated to the Tenderer, the Tenderer shall present itself in the office of the DDA and shall execute an agreement within 7 days, as per Annexure II appended herewith, and shall furnish a demand draft of the amount equivalent to 5% of the tendered cost of the work as security deposit after adjusting the earnest money and shall also furnish a Bank Guarantee of the amount equivalent to 10% of the tendered cost of the work as Performance Bank Guarantee. The Performance Bank Guarantee will be invoked by DDA in case the performance of the vendor is not found satisfactory during the period of Scanning of documents and data entry contract.
19. If the tenderer, who's tender, is accepted, does not furnish the security deposit and Performance Bank Guarantee and does not execute the agreement within the prescribed time, the entire earnest money shall stand forfeited.
20. The tenderer shall submit the plan of action, name the Project Manager, Project Leader and the team of consultants with their designations and roles to carry out the work immediately after the signing of the agreement.
21. The tenderer shall do the data entry in such a way that data will be given to DDA on two copies of DVDs in PDF files duly indexed and ready for retrieval. For scanning the files are to be untagged and after scanning the same file is to be tagged in the same sequence as was before untagging. Thus tagging, untagging and scanning and data entry are all parts of the scope of work.
22. The tenderer shall install 20 scanners and system to start with the work of scanning.
23. Scanning is to be carried out at multiple store/location of DDA simultaneously.

24. Blank pages are not to be scanned.
25. Scanning to be done at 300 dpi grayscale.
26. Agency/Vendor will provide for file tags, other stationary items.
27. Scanning work shall be done at department concerned or files will have to be carried from the record rooms to a central location nearby. After the scanning work is over the files should be returned back in original condition to office concerned or relevant record room.
28. The tenderer shall ensure to provide necessary accessories like mask etc to their staff for carrying out the work.
29. The tenderer shall not claim any charge for installation of its equipments in the DDA Premises for undertaking the job.
30. The tenderer at its own expense shall install hardware and software infrastructure required for due performance of the contract in the DDA premises and the material shall remain at its risk till the date of completion of the assignment.
31. The material shall be brought in DDA premises (site) only on working days as per DDA's calendar.
32. The tenderer shall adhere to the DDA Calendar and DDA office timings and shall ensure that in case required the personnel will function beyond office hours to meet the targets agreed mutually.
33. The tenderer shall be fully responsible for providing the services.
34. The tenderer shall be provided with adequate office space with electricity (without air conditioning) with minimal furniture for its operations. DDA shall not provide any telephone connection or almirah or conveyance.
35. The material if any is required to be brought to or removed from DDA premises by the tenderer shall be brought/removed only on working days as per DDA's calendar. A list of the material brought/removed shall be provided to the Dy. Director coordinating the operations of the tenderer and the gate pass shall be issued by him for removal.
36. If the tenderer finds any hindrance in the start of the work so as to necessitate an extension of time allowed in the tender, the tenderer shall apply in writing to Pr.Comm.(S) who may grant the same in writing, if reasonable and satisfactory cause is shown. The extension can be granted by the Pr.Comm.(S) in his absolute discretion and if he finds the cause shown as genuine and sufficient.

37. **Eligibility Criteria of Tenderer:**

- 1) The Tenderer must have experience of atleast 3 years in the field of scanning.
- 2) Turnover of the tenderer from scanning work cumulative for the last 3 years should be atleast 2 crore
- 3) The Tenderer must have an office in the territory of Delhi, NCR.
- 4) The tenderer must be ISO certified.

38. **PAYMENT TERMS :**

The tenderer shall be paid for the services rendered on completion of satisfactory services for each two months. Payment shall be calculated as per actual number of pages scanned.

39. **PENALTY CLAUSE:**

- 1) In case the tenderer fails to adhere to the time frame for starting the work as per the schedule, they shall pay as liquidated Damages and not by way of penalty, an amount equal to 1% of the total contractual amount of work for one year or lesser amount as the Pr Commissioner (System) may decide for every days delay in starting / taking over of the work. The decision of the Pr Commr. (S) shall be final and binding unless reasonable grounds are shown in writing during the weekly review meetings. The maximum penalty can be 25% of the total estimated cost
- 2) In case the performance of the tenderer is not found satisfactory during the period of project, Performance Bank Guarantee will be invoked by DDA. Pr. Commr.(Systems), DDA shall have the right to invoke Performance Bank Guarantee at any time. The tenderer shall have no claim for any compensation or any loss on this account.

40. **Termination:-** The contract can be terminated any time by giving a notice of one month by DDA.

IMPORTANT NOTE:

- 1) Tender documents may be downloaded from Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app> . Aspiring Bidders/ Suppliers who have not enrolled/registered in e-procurement should enroll/register before participating through the website <https://eprocure.gov.in/eprocure/app> . The portal enrollment is free of cost. Bidders are advised to go through instructions provided at **Annexure-9 regarding 'Instructions for online Bid Submission '** .

- 2) Tenderers can access tender documents on the website, fill them with all relevant information

and submit the completed tender document into electronic tender on the website <https://eprocure.gov.in/eprocure/app> .

3) Tenders and supporting documents should be uploaded through e-procurement. Hard copy of the tender documents will not be accepted.

Dy. Director (Systems)

SCOPE OF WORK

1. The tenderer carrying out the documents scanning, cleaning, indexing and data entry, where required, cutting of DVDs and developing necessary software for retrieval shall undertake the following activities :-
 - a) Receive the files from DDA officials, scrutinize the documents contained therein;
 - b) Scanning of required pages and appending digital signatures there in.
 - c) Remove the tags, all-pins, staple pins etc. (as may be required for his work) and after the scanning, the documents shall be placed back in the same file in the original sequence duly tagged and stapled;
 - d) Wherever a document / paper is mutilated or has become damaged, etc., the tenderer shall take special care to protect the documents in the process of scanning and place the same back into the file duly intact;
 - e) The tenderer shall maintain number of noting sheets and correspondence pages received in each file, number of noting sheet / correspondence pages scanned from each file;
 - f) The tenderer, after the scanning, shall return the file back to the DDA officials and shall also ensure that the files have been restored back to the same DDA officials in the original form;
 - g) Once the documents are scanned, the tenderer shall clean the scanned images in the best possible form so as to get a good readable quality image of the documents. In case the document is not of the required quality for the satisfaction of the user than the same shall be re-scanned by the tenderer at no extra cost;
 - h) After the initial quality check, the tenderer shall store these pages in the PDF files alongwith indexed information with retrieval facility on fields like file number, property number, the name of the allottee etc., to which the scanned document relates to enable access. The formats of the property number and the file number shall be provided by the DDA;
 - i) For the purpose of cutting the DVDs, the documents files relating to a account or department head shall, as far as possible, be put in a group and stored in one or more DVDs as may be necessary on account of volume;

2. Data entry to be done in such a way that data will be given to DDA on two copies of DVD's in indexed PDF files ready for retrieval.
3. Files are to be untagged for scanning and after scanning the file is to be tagged in the same sequence as was before making it untagged. Thus tagging, untagging, scanning, indexing and data entry all are parts of this scope of the work.
4. At least 20 scanners are to be installed to start with the work of scanning. The number will have to be increased in order to meet the target defined in the scope of work.
5. There are more than 4 Lakh files and every file may have approximately 150 pages in general. Files for scanning can be increased in the due course.
6. Four Lakhs file are to be scanned in the period of four months or 30th Apr 2018 whichever is later.
7. Web based software for scanning to run on existing server having server OS as Windows Server 2016 std edition.
8. Upto 200 characters of metadata entry per file.
9. Agency shall make adequate arrangements to scan minimum of 6 Crore pages (tentatively 4 lac files) in 4 months or 30th Apr 2018 whichever is later, failing which the performance will not be considered satisfactory and action may be initiated as per penalty clause in the agreement.
10. The number of pages stipulated in the agreement is subject to deviation upto 15%.
11. Tentatively out of the total pages 5 % are A0 in size.
12. Department-wise provision has to be made in the software for retrieval of files. Metadata field description shall be provided by User Departments along with documents. For example, Metadata information to be captured for housing department are as follows:- flat_ctgry_id, schm_id, application_no, flat_no, sector, pocket, block, lclty_id, flt_category, lclty_hdr, sequence no, year of allotment, schm_id, record room no, almirah_no/rack_no and shelf no, etc;

AGREEMENT

This contract is made & executed at New Delhi on this _____ day of Nov 2017.

BETWEEN

Delhi Development Authority, a Government body constituted under the Delhi Development Act, 1957 and having its registered office at Vikas Sadan, INA, New Delhi acting through its _____ hereinafter called "**The Authority**" (which expression shall unless repugnant to the context includes its successors and assigns) of the **FIRST PART**

AND

_____, a company incorporated under the Indian Companies Act, 1956, having its registered office at _____ through its authorized Signatory/ Director hereinafter called the '**Service Provider**' (which expression shall unless repugnant to the context includes its successors and assigns) of the **SECOND PART**

WHEREAS the Authority is desirous of assigning the work of providing "**Scanning, indexing of documents and data entry**" of its office files subject to scope of work more fully set in Annexure-I of tender document.

AND WHEREAS M/s....., had submitted to the Authority a tender, which after negotiations by the authorized representatives of the parties hereto, has been accepted by the Authority.

Now, therefore, the parties hereto agree as under:-

- 1) The service provider shall function under the control and supervision of an officer nominated by competent authority.
- 2) M/s..... shall provide the Services as mentioned under the head "Scope of Work" Scanning of documents and data entry for a period of four months or 30th Apr 2018 whichever is later from the date of signing of the agreement.
- 3) M/s..... shall provide the Services for Scanning of documents and data entry every day for DDA and co-ordinate with the officers deputed by the Pr Commissioner (Systems) for various projects to the satisfaction of the user wings as well as the coordinating officer for the project.
- 4) M/s. shall adhere to the DDA Calendar & DDA office timings and shall ensure that in case required the personnel will function beyond office hours to meet the targets agreed mutually.

5) Payment terms :

M/s.....shall be paid quarterly for the services rendered upon completion of work to the satisfaction of Authority. Payment shall be calculated as per actual number of pages scanned. The breakup of rates are as under:

S.No	Type of Work	Rate of scanning/ data entry INR Including All Taxes
1	Scanning including indexing of A4/A3/legal size paper and appending digital signatures	Rate per A4/A3/legal page (Same rate for all sizes)
2	Scanning including indexing of A0 size paper and appending digital signatures	Rate per A0 page
3	Data entry after extracting information from files	Rate per kilo byte

Data entry will be got done only if required and the rates for the same may be quoted.

6) Penalty Clauses

i) In case the M/s.....fails to adhere to the time frame for starting the work as per the schedule, it shall pay as liquidated Damages and not by way of penalty, an amount equal to 1% of the total contractual amount of work for one year or lesser amount as the Pr Commissioner (System) may decide for every day that M/s.....delays in start/taking over of the work. The decision of the Pr Commr. (S) shall be final and binding unless reasonable grounds are shown in writing during the weekly review meetings. The maximum penalty can be 25% of the total estimated cost.

ii) In case the performance of M/s. is not found satisfactory during the period of contract, Performance Bank Guarantee will be invoked by DDA. Pr. Commr.(Systems), DDA shall have the right to invoke Performance Bank Guarantee at any time. The tenderer shall have no claim for any compensation or any loss on this account.

7) The scope of work for Services for Scanning of documents and data entry shall be as per Annexure-I.

8) M/s.....shall be free to discuss the issues, if any, with Pr. Commissioner (Systems) and Director (Systems) with prior appointment.

- 9) M/s.....shall be provided with adequate office space with electricity with minimal furniture for its operations. DDA shall not provide any telephone connection or almirah or conveyance.
- 10) M/s..... will not sub-let / sub-contract in part, or in full after getting the assignment. In the event M/s..... subletting the work / sub-contracting in part or full after the award of the work M/s..... shall be considered to have thereby committed a breach of agreement and DDA shall forfeit the security deposit. M/s..... shall have no claim for any compensation or any loss on this account.
- 11) Scanning is to be carried out at various store(s)/location(s) of DDA. M/s shall ensure to provide necessary accessories like mask etc to their staff for carrying out the work properly and shall not claim any charges for such accessories and for installation of its equipments in the DDA premises for undertaking the job.
- 12) M/sat its own expense shall install hardware and software infrastructure required for timely performance of the contract in the DDA premises and the material shall remain at its risk till the date of completion of the assignment.
- 13) The material shall be brought in DDA premises (site) only on working days as per DDA's calendar.
- 14) M/s. shall complete the work of scanning files within time frame in four months time or 30th Apr 2018 whichever is later.
- 15) M/s. shall provide an Indemnity Bond duly signed by an authorized office bearer of the company to indemnify DDA against any loss that may be sustained by the DDA requirements and schedules by the personnel of M/s.....during the period of the agreement including but not limiting to making unauthorized copies/ scanning during the validity of this agreement and two years thereafter.
- 16) M/s hereby agrees that its employees/agents/personnel shall maintain complete secrecy and confidentiality of all or any information contained in the files/records of the authority that may come to their knowledge during the course of their assignment. In case any information is leaked out to any un-authorized/ third person due to the negligence of M/s or any of its employees then M/s would be liable to make good any loss that may be caused.

- 17) The courts at Delhi shall have the exclusive Jurisdiction in case of any dispute arising between the parties pertaining to this contract.
- 18) A party shall not be liable for any failure of or delay in the performance of this contract for the period that such failure or delay is due to causes beyond its reasonable control, including but not limited to acts of God, war, strikes or labour disputes, embargoes, government orders or any other force majeure event.
- 19) All the terms and conditions as stated in the Tender Document/Work order No ----- dated----- shall be part and parcel of this Agreement and binding to M/s.
- 20) In case of any dispute arising out of or relating to the terms and conditions of this Contract during the currency of the Contract or completion of the assignment or abandonment, the decision of Vice Chairman, DDA as an arbitrator or any other Officer authorized as sole arbitrator by him shall be final and binding.
- 21) In case of breach of any of the above terms and conditions the Authority reserves a right to terminate this contract at any time after giving short notice thereof to M/s Moreover, if M/s does not perform its obligations as envisaged by this contract then the Authority shall have the right to cancel this contract and to forfeit the entire Performance Bank Guarantee, In the event of cancellation/repudiation/termination of this contract the Authority would be at liberty to engage any other service provider to get the work done.

IN WITNESS WHEREOF THE PARTIES HERETO HAVE SET AND SUBSCRIBED THEIR RESPECTIVE HANDS IN THE ON THE DAY, MONTH AND YEAR FIRST MENTIONED ABOVE.

Witnesses for DDA

Signed by/on behalf of DDA

Witnesses from M/s

Signed by/on behalf of M/s.....

ANNEXURE –3

Description of Tenderer company for providing “Scanning, indexing of documents and data entry”

- 1) Name of the Firm :
- 2) Year established :
- 3) Office Address :
- 4) Telephone No. :
- 5) Fax No. :
- 6) Email id :
- 7) Since when the organization is in the field:
- 8) Organisation where similar jobs undertaken during previous year
- 9) Details Turnover for previous three financial years

Type of services	2016-2017	2015-2016	2014-2015
Turnover from Scanning, indexing and data entry			
Total turnover			

- 10) List of documents enclosed with Technical bid , please mark yes/no:

a	Earnest Money of Rs. 7,50,000/- in form of a NEFT/RTGS in favor of Delhi Development Authority.	
b	Memorandum & Article of Association of the company	
c	Description of Tenderer company as per Annexure-III	Yes
e	Details of the tenderer company experience in the same field (Annexure-4)	
f	Undertaking as per Annexure-5	
g	Copies of Audited Balance Sheet for preceding 3 years showing the revenue earned from same nature of work.	
h	Certificates for satisfactory services from the Govt. Organisations , Public sector Undertakings, reputed Private Companies where similar work undertaken in last three years with name, designation and telephone	

	numbers of the contact person in the said organization who could be contacted for necessary verification.	
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As of this date the information furnished in all parts of this form is accurate and true to the best of my knowledge.

(Name & Designation
of the person signing)

(Signature)
seal

(Date)

Details of the Tenderer experience in the field**SEPARATE SHEET FOR EACH PROJECT****Page.....of.....**

Name & Address of the client	
Title of work	Start Date Completion date
Approx value of the project	
Specify any special features of the Project which the tenderer may like to Specify	
Specify whether any termination of Contract or litigation or arbitrations was involved.	
Name and Designation of the Contact Person Contact Telephone no. Fax no. Email Id :	

(Name & Designation
of the person signing)(Signature)
seal

(Date)

UNDERTAKING

I, son/daughter of Sh. r/o working as in M/s do hereby solemnly affirm and declare as under :

1) That M/s have submitted a tender for **"Scanning, indexing of documents and data entry"** at DDA.

2) That M/s fulfills all the eligibility criteria mentioned in tender document at item no. 33 which are as follows :

Eligibility Criteria of Tenderer:

1. The Tenderer must have experience of atleast 3 years in the field of scanning.
2. Turnover of the tenderer from scanning work cumulative for the last 3 years should be atleast 2 crore
3. The Tenderer must have an office in the territory of Delhi, NCR.
4. The tenderer must be ISO certified.

3) That I have been authorized by M/s to sign this undertaking vide resolution dated _____.

(Please enclose the copy of the resolution of Board of Directors of the Company for the authorization.)

Deponent

Verification:

I, the above named deponent do hereby solemnly affirm and declare that my above statements are true and correct and nothing has been concealed there from.

Place:

Date:

Deponent

INDEMNITY BOND

THIS BOND is made on this day of, 2017 by M/s..... through Sh..... duly authorised representative of the (hereinafter referred to as which expression shall unless context requires different or another meaning, include its successors, administrators and assigns) in favour of the Delhi Development Authority, a body corporate constituted under Section 3 of Delhi Development Act, 1957 (hereinafter called "The Authority" which expression shall include its successors and assigns).

WHEREAS has entered into an agreement executed on, 2017 with the Authority (hereinafter referred to as "The said Agreement") for the '**Scanning, indexing of documents and data entry**'.

AND WHEREAS according to clause 15 of the said Agreement dated..... M/s..... has to indemnify the DDA against any loss or damage that DDA may sustain on account of any claims made by its employees for any loss / damage payment etc during performance of his duty in DDA or on any account as aforesaid.

Now therefore, in consideration of the said Agreement, the executant..... hereby undertakes to indemnify DDA and shall always keep it indemnified against any loss, damage that it may sustain or any claim made against it or any proceedings that may be taken out against any claims made by its employees for any loss / damage payment etc during performance of his duty in DDA.

Now, therefore, in witness thereof the executant Company has set its hand through its authorized representative on the day, month and the year first mentioned herein above.

EXECUTANT
For M/s
Authorised representative

Witness:

- 1.
- 2.

ANNEXURE-7**Format for the Quote / Financial Bid**

S.No	Type of Work	Rate of scanning/ data entry INR inclusive of all taxes and duties	Remarks
1	Scanning including indexing of A4/A3/legal size paper and appending digital signatures.		Rate per A4/A3/legal page
2	Scanning including indexing of A0 size paper and appending digital signatures.		Rate per A0 page
3	Data entry after extracting information from files		Rate per kilo byte

Data entry will be got done only if required and the rates for the same may be quoted.

Above quoted contract amount is inclusive of all taxes and duties applicable. In case taxes/duties are levied after the award of work and during the period of contract then it shall not be payable by DDA. However all applicable deductions on account of taxes and duties etc shall be made by DDA.

Existing Network has been inspected.

(Name & Designation
of the person signing)

(Signature)
with seal

(Date)

Note: Same is provided in .xls format along with this tender document. Bidders are advised to download and quote rates and upload in the site at the respective location.

General Instructions to bidder

The Director (Systems) on behalf of Delhi Development Authority invites online tenders from firm/ contractor of repute in two bid system for the following work:

S.No.	REFERENCE No.	Name of Work & Location	Estimated Cost put to tender	Earnest Money	Last Date & time of submission of on-line tender	Time & date of Opening of Technical bid
1	2	3	4	5	6	8
1		Scanning of documents and data entry	3 crore Approx.	Rs. 7,50,000	03:30 PM on 19.12.2017	3:30 PM on 20.12.2107

1. The tender document consisting of eligibility criteria, scope of work, and other details to be executed and the set of terms and conditions of the contract to be complied with and other necessary documents can be seen from website <http://eprocure.gov.in/eprocure/app> or www.dda.org.in free of cost.

Intending agencies/tenderers need to register themselves on the E-Tendering Website <http://eprocure.gov.in/eprocure/app>. Aspiring Bidders/ Suppliers who have not enrolled/registered in e-procurement should enroll/register before participating. The portal enrollment is free of cost. Bidders are advised to go through instructions provided at Annexure-X regarding '**Instructions for online Bid Submission**'. For any further clarification Contact on 24x7 Help Desk - Toll Free No. **1800 3070 2232** or send a mail over to – **cphp-nic@nic.in**.

If needed they can be imparted training on online tendering process as per details available on the website. The intending bidder must have valid class-II or class-III digital signature to submit the bid.

- 2 Proof of registration (if applicable) and the proof of payment i.e., RTGS/NEFT number and its scan copy is to be uploaded in the technical bid.
- 3 Earnest money and tender fee shall be deposited through RTGS/NEFT in the account of Sr. A.O. Cash Main, D.D.A having account No. 1014042405 with Central Bank of India, Vikas Sadan, I.N.A. Branch, New Delhi (IFSC Code CBIN0282695). The unique transaction reference of RTGS/NEFT shall have to be uploaded by the tenderer at Central Public Procurement Portal (<http://eprocure.gov.in/eprocure/app>) by the prescribed date. The Director (Systems) will get tender fee/earnest money verified from Sr. A.O. Cash Main based on the unique transaction reference number against each RTGS/NEFT payment before the tenders are opened

Earnest money and tender fee have to be deposited through separate transaction.

- (1) Tender fee : Rs.1859/- (to be deposited through RTGS/NEFT in the account of the Sr.A.O Cash (Main) as mentioned above.
- (2) The unique transaction reference of RTGS/NEFT against EMD, Tender fee shall be placed online at respective location before bid submission closing date & time.

Online tender documents submitted by intending bidders shall be opened only of those bidders, whose Earnest Money Deposit, Tender fee and other documents placed in the specified location are found in order.

Instructions for Online Bid Submission

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>

- 1) Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-tender portal is a prerequisite for e-tendering.
- 2) Bidder should do the enrollment in the e-Procurement site using the “**Online Bidder Enrollment**” option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide the correct/true information including valid email id. All the correspondence shall be made directly with the contractors/bidders through email id provided.
- 3) Bidder need to login to the site thro’ their user ID/ password chosen during enrollment/registration.
- 4) Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/SmartCard, should be registered.
- 5) The DSC that is registered only should be used by the bidder and should ensure safety of the same.
- 6) Contractor/Bidder may go through the tenders published on the site and download the required tender documents/schedules for the tenders he/she is interested.

- 7) After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.
- 8) If there are any clarifications, this may be obtained through Help desk. Bidder should take into account the corrigendum published before submitting the bids online.
- 9) Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of the e-Token/Smartcard to access DSC.
- 10) Bidder selects the tender which he/she is interested in by using the search option & then moves it to the 'my tenders' folder.
- 11) From my tender folder, he selects the tender to view all the details indicated.
- 12) It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
- 13) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/xls/rar formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through rar and the same can be uploaded, if permitted. However of the file size is less than 1 MB the transaction uploading time will be very fast.

- 14) If there are any clarifications, this may be obtained through the site, or during the pre-bid meeting if any. Bidder should take into account the corrigendum published from time to time before submitting the online bids.
- 15) The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
- 16) Bidder should submit the Tender Fee/ EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender or as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.
- 17) While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
- 18) The bidder has to select the payment option as offline to pay the Tender FEE/ EMD as applicable and enter details of the instruments.
- 19) The details of payments made through RTGS/NEFT should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable or liable for rejection.
- 20) The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers

shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.

- 21) The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.
- 22) If the price bid format is provided in a spread sheet file like BoQ_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Priced-bid/BOQ template must not be modified / replaced by the bidder; else the bid submitted is liable to be rejected for this tender.
- 23) The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.
- 24) After the bid submission (i.e. after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
- 25) The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.

- 26) All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
- 27) Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 28) The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
- 29) The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.
- 30) For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone: 1800 3070 2232 or send a mail over to cppp-nic@nic.in.

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. In case any provisions of this tender are found violated , then your department/ organisation shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,
(Signature of the Bidder, with Official Seal)

DELHI DEVELOPMENT AUTHORITY

Director(Systems) on behalf of Delhi Development Authority invites E-tender for “**Scanning, indexing of documents and data entry**” in two bid system from the specialized Agencies/Firms having experience 3 years & turnover from scanning work cumulative for the last three years should be atleast Rs. 2 crore.

Estimated Cost Rs. 3.0 crores approx.

Earnest Money Rs. 7,50,000

Cost of Tender Documents Rs.1859/-

Scope of work as detailed in tender document.

The tender document consisting of eligibility criteria, scope of work and other details alongwith other necessary documents are available at DDA's website www.dda.org.in and at CPP portal of NIC at URL <http://eprocure.gov.in/eprocure/app>.

Various important dates are as follows:

Document download start:-	date & time	27/11/2017	3:30 PM
Document download end:-	date & time	18/12/2017	3:30 PM
Submission of Technical & Financial Bids:-	date & time	19/12/2017	3:30 PM
Technical Bid opening:-	date & time	20/12/2017	3:30 PM

For any clarification may contact at Ph. 24694157 or **0120-4200462, 0120-4001002, 0120-4001005, 0120-6277787**

Please visit DDA's website at www.dda.org.in or dial **0120-4200462, 0120-4001002, 0120-4001005, 0120-6277787**