



Request for Proposal for Selection of Service Provider for
Scanning & Digitization and Document Management System
of Records of Caste Certificate Scrutiny Committees of
Maharashtra
Department of Social Justice & Special Assistance,
Govt. of Maharashtra

Tender Notification No:12, Date - 30/01/2019

Issued By

Director General

**Dr. Babasaheb Ambedkar Research & Training Institute (BARTI), Pune
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REQUEST FOR PROPOSAL (RFP)

For

Selection of Service Provider for Scanning & Digitization and Document Management System of Records of Caste Certificate Scrutiny Committees, Maharashtra

Director General, Dr. Babasaheb Ambedkar Research and Training Institute (BARTI), an Autonomous Institute of Social Justice Department, Govt. of Maharashtra, invites proposals from reputed and experienced Companies/ Firms in the competitive bidding process (Two Bid System) for Selection of Service Provider for Scanning & Digitization of Records of Caste Certificate Scrutiny Committees, Maharashtra. Interested companies having adequate resources and experience can submit their Technical Bid & Commercial Bid online on website <https://maharashtra.etenders.in> or <https://swd.maharashtra.etenders.in>

Name of the Service	Estimated Cost	Tender Fee	Earnest Money Deposit
Scanning & Digitization of Records of Caste Certificate Scrutiny Committees, Maharashtra	Rs.4.7 Crore	Rs. 20,000/-	Rs. 14,10,000/-

- For the detailed bid document, interested bidders can visit website <https://maharashtra.etenders.in> or <https://swd.maharashtra.etenders.in> and submit their bid online.
- The Advertise will also be available on BARTI website www.barti.maharashtra.gov.in > Tender > Scanning & Digitization of Records of Caste Certificate Scrutiny Committees, Maharashtra > for information only.
- Tender download and bid preparation date is 30/01/2019 (12:01 hrs.) to 26/02/2019 (15:00 hrs.)
- Date for Submission of Bid from 26/02/2019 (17:01 hrs.) to 28/02/2019 (15:00 hrs.)
- Pre Bid Meeting will be held on 07/02/2019 at 11:00 hrs. at BARTI Office.

Director General, BARTI, Pune reserve the right to reject or cancel any or all BID/RFP.

Kailas Kanse (I.P.S.)
Director General
Dr. Babasaheb Ambedkar Research
& Training Institute, Pune

Key Events and Dates

Sr. No.	SWD Stage	Vendor Stage	Start Date & Time	Expiry Date & Time	Envelopes
1	Release Tender	-	30 -01-2019 10:00	30 -01-2019 12:00	-
2	-	Tender Download	30-01-2019 12:01	26-02-2019 15:00	Commercial Envelop C1, Technical Envelop T1
3	-	Bid Preparation	30-01-2019 12:01	26-02-2019 15:00	Commercial Envelop C1, Technical Envelop T1
4	Pre Bid Meeting		07-02-2019 11:00	07-02-2019 11:00	
6	Close for Technical Bid	-	26-02-2019 15:01	26-02-2019 17:00	Technical Envelop T1
7	Close for Price Bid	-	26-02-2019 15:01	26-02-2019 17:00	Commercial Envelop C1
8	-	Bid Submission	26-02-2019 17:01	28 -02-2019 15:00	Commercial Envelop C1, Technical Envelop T1
9	Technical Bid Opening		28-02-2019 12:01	06 -03-2019 17:30	Technical Envelop T1
10	Price Bid Opening	-	28-02-2019 12:01	06 -03-2019 17:30	Commercial Envelop C1

Important notice:

1. Tender shall ONLY be acceptable ONLINE. No other form of submission shall be entertained.
2. All uploaded documents must be duly attested.
3. Opening of the tender and editing in the terms and condition shall be solely in authority of BARTI.
4. Absolutely all the rights about the tender are reserved with **Director General, BARTI**.

Glossary

Terms	Meaning
GoM	Government of Maharashtra
BARTI	Dr. Babasaheb Ambedkar Research & Training Institute, Pune.
S&D	Scanning & Digitization
DG	Director General, BARTI
Project period / Contract Period	12 months from date of signing of contract with Successful Bidder
NIC	National Informatics Centre
RFP	Request For Proposal
PQ	Pre-Qualification
LOI	Letter of Intent
TEC	Tender Evaluation Committee
DPI	Dots Per Inch
COTS	Commercial Off the Shelf Software
APIs	Application Programme Interface
DMS / Software / Application	Document Management System (Software application developed / procured by Successful Bidder)
PDF/A	Portable Document Format
KB/ kb/ Kb	Kilo Byte
MB/ mb/ Mb	Megabyte
PBG	Performance Bank Guarantee
NDA	Non-Disclosure Agreement
SLA	Service Level Agreement
PSU	Public Sector Unit
QC	Quality Check
SOP	Standard Operating Procedure
CBR	Cash Balance Register
Last three financial years	FY 2015-16, 2016-17 & 2017-18
Days and working days	“Days” shall mean calendar days. “Working days” as per Govt. of Maharashtra official working days
Records	A records would mean complete record with application form and all necessary document submitted for obtaining Caste Validity Certificate
Document / pages	A document would mean number of each side of a page, with possibly more than one side of a page and more than one page of a record

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Project Background



Dr. Babasaheb Ambedkar Research & Training Institute (BARTI), Pune is an autonomous institute of Government of Maharashtra in the Department of Social Justice and Special Assistance. It is one of the leading government agencies in Maharashtra, designing and implementing social welfare initiatives for the socially disadvantaged sections in the state. BARTI has initiated and successfully ran projects for improving the livelihood of backward masses across the State.

BARTI conducts the monitoring and coordination of all District Caste Certificate Scrutiny Committees of Maharashtra which are working under the Maharashtra Act No.XXIII rd of 2001 and rules made there under of 2012. The Director General of BARTI is appointed as a chief coordinator of all committees vide G.R. dated 29.08.2012 he takes the review of working of committees and provides financial assistance and other necessary facilities for smooth working of committees.

By the order of Hon'ble Mumbai High Court after the petition No. 2760/2012 filed by Mr. Anil Gawali against Maharashtra State Government, the work of Scanning & Digitising of all Caste Certificate Validity Files is taken up by the BARTI. The vision of this project was to make the digitized data of all the decided cases (documents) by 15 Divisional Caste Scrutiny Committees across the Maharashtra state and making archival of this data and authorizing its access to the concerned authorities. Around 10 Lakh files have already been scanned by BARTI by an in-house scanning & digitization department.

The records at District Caste Scrutiny Committees are predominantly manual records, in hand written form, primarily maintained as files of A3 / A4 / Legal size (spanning approx. 30 pages per file). Being physical papers, the condition of these records has deteriorated in course of regular operations and time. Additionally, to ensure availability of records even in case of disaster, the backup copy of scanned documents needs to be maintained to ensure that even if original copy is lost then the scanned copy may be recovered from backup.

With above focus and to supplement its current initiatives in e-Governance, BARTI wishes to undertake state-wide initiative for Scanning and Digitization of these legacy records, held at various Individual District Caste Scrutiny Committees Offices in manual form.

The files to be scanned are available at each of the district headquarters locations. The successful bidder has to carry out the operation of scanning at the district location itself. Under no circumstances will the physical files be allowed to be taken out of the District Caste Certificate Scrutiny Office premises.

The total number of files to be scanned across the state are more than 17 Lakh. Each file has approximately 30 pages. The exact distribution of number of files at each district location will be shared with the successful bidder. The total number of files to be scanned can be increased at the time of award of contract.

Objectives of the project:

The main objective of this project is to preserve the physical records maintained at District Caste Scrutiny Committees Offices by scanning & digitising and to make them electronically searchable.

The department wishes to achieve the following through this project:

- Secure the data of application forms in a digital form
- Make data available for analysis & decision making at the appropriate time
- Reduce information dissemination time
- Introduce faster & efficient consolidation and generation of information
- Reduce manual communication and information delays
- Bring transparency in day-to-day operations of the department
- Provide facility of quick retrieval of the scanned and digitized records for better decision making
- Make data available to applicants through Digilocker

At the end of this initiative the following should be possible:

- Have a scanned copy of all the Caste Validity Certificate application files
- Have metadata digitized records for all the Caste Validity Certificate
- Establish a DMS software for quick and easy retrieval of digitised documents

INSTRUCTIONS TO BIDDERS

Instruction to Bidders

1. RFP Notice

This RFP Document is being published by the Director General, BARTI, for the Project “Selection of Service Provider for Scanning & Digitization of Records of Caste Certificate Scrutiny Committees of Maharashtra”.

2. Completeness of the RFP response

Bidders are advised to study this RFP document carefully before submitting their bids. Submission of a bid in response to this RFP shall be deemed to have been done after careful study and examination of this RFP and a visit to Caste Certificate Scrutiny Committees to understand the condition of the documents, in order to assess the efforts required for the project. Failure to furnish all information required by the RFP or submission of a bid not substantially responsive to the RFP requirement in every respect will be at the bidder's risk and may result in rejection of its bids. For reference, Key documents to be submitted are mentioned in [Annexure III](#) with proper indexing of all submissions of the technical bid with exact page number / file name.

3. Bid Preparation Cost

The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings, discussions, presentations, preparation of bids, in providing any additional information required by BARTI to facilitate the evaluation process, and in negotiating a definitive Contract or all such activities related to the bid process. BARTI will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. This RFP does not commit BARTI to award a contract or to engage in negotiations. No reimbursable cost may be incurred in anticipation of award. All materials submitted by Bidder shall become property of BARTI and may be returned at its sole discretion.

4. Pre Bid Meeting

BARTI will organize a Pre-Bid meeting with all interested Bidders to answer their queries. All the Bidders are requested to submit their list of queries / suggestions / clarifications if any, to the RFP only via email and in the format prescribed in Annexure II to **etender@barti.in**. All the queries must reach BARTI 2 days before the pre-bid meeting date specified in “Key Events & Dates” of this document.

BARTI will not respond to the queries sent in any other format than prescribed as per Annexure II or queries sent after the stipulated date. Only the queries received by BARTI in prescribed format via email only, 2 days before the pre bid meeting will be discussed during the pre-bid meeting. No other queries will be entertained during the pre-bid meeting. No telephonic queries will be entertained.

BARTI shall consider the queries submitted by prospective bidders and may or may not change the tender document / amend the tender document.

All such changes or amendments if any will be published online on tendering website and shall be treated as inherent part of the tender requirement.

5. Amendment to RFP document

At any time before the deadline for submission of bids, BARTI may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by an amendment. All the amendments made in the document would be made available on the e-Tender website www.maharashtra.etender.in. The bidders are advised to visit this website on regular basis for checking necessary updates. BARTI also reserves the rights to amend the dates mentioned in this RFP for bid process. In order to allow prospective Bidders reasonable time to take any such amendments into account in preparing their bids, BARTI may, at its discretion, extend the last date for the submission of Bids.

6. Termination of RFP process

BARTI may terminate the RFP process at any time in line with relevant provisions prevalent at that time. BARTI makes no commitments, express or implied, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by BARTI.

7. Earnest Money Deposit

The Earnest Money Deposit (EMD) of Rs. 14,10,000/- is required to be deposited online through Credit Card / Debit Card / RTGS / NEFT/ Internet banking. The computer generated receipt of the same shall be attached with the technical proposal.

- a) The EMD shall be denominated in Indian Rupees only.
- b) No interest will be payable to the bidder on the amount of the EMD.
- c) Bids submitted without adequate EMD will be liable for rejection.
- d) Unsuccessful bidder's EMD shall be returned after completion of Bid process
- e) EMD of Successful bidder will be returned after the award of contract and submission of the performance bank guarantee within specified time and in accordance with the format given in the bid.
- f) EMD shall be non-transferable.
- g) The EMD may be forfeited

8. The EMD may be forfeited:

- If a Bidder withdraws their bid or increases their quoted prices during the period of bid validity or its extended period, if any; or
- If the Successful bidder fails to perform in Demo Run till 15 days as required.
- In the case of a successful bidder, if the Bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time.
- During the bid process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- During the bid process, if any information found wrong / manipulated / hidden in the bid.
- During the bid process, if a Bidder indulges in any kind of corrupt and fraudulent practices as defined in clause 9 under "Terms and Conditions".
- The decision of BARTI regarding forfeiture of the EMD and rejection of bid shall be final.

9. Test of responsiveness and disqualification of bids

Prior to evaluation of bids, BARTI will determine whether each bid is responsive to the requirements of the RFP Document.

A Bid shall be considered responsive if:

- It contains the information and documents as requested in the RFP Document.
- It contains information in formats specified in the RFP Document.
- There is no conditional bidding.
- It provides the information in reasonable detail. Reasonable Detail means that, but for minor deviations, the information can be reviewed and evaluated by BARTI without communication with the Bidder. BARTI reserves the right to determine whether the information has been provided in reasonable detail.
- There are no inconsistencies between the Bids and the supporting documents.
- The Tender Fee is paid online.
- Scanned copy of towards EMD is uploaded as a part of Key Submission and is physically submitted within the time line specified in the clause 7 under “Instruction to Bidders as per timelines mentioned in the “Key Events & Dates”

A Bid that is substantially responsive is one that conforms to the preceding requirements without material deviation or reservation.

A material deviation or reservation is one:

- which affects in any substantial way, the scope, quality, performance of the Project, or
- which limits in any substantial way, BARTI’s rights or the Bidder’s obligations under the resultant Contract Agreement, or
- which is substantially inconsistent with the RFP Document, or
- Which would affect unfairly the competitive position of other Bidders presenting substantially responsive bids.

Bidders’ Bids shall be disqualified if Bidder:

- Has made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements. In such case, EMD of the bidder shall be forfeited.
- Has failed to provide clarifications related thereto, when sought.
- Is found to influence or attempt to influence in any manner for the qualification or selection process, including without limitation, by offering bribes or other illegal gratification. In such case, EMD of the bidder shall be forfeited.
- Is found to include commercials in the technical bid.

BARTI reserves the right to reject any Bid which in its opinion is non-responsive. No request for modification or withdrawal shall be entertained. In respect of such Bids the Earnest Money Deposit may also be forfeited.

A conditional proposal shall not be considered. Any bid found to contain conditions attached, will be rejected and the Earnest Money Deposit shall be forfeited.

Disqualification of bids or bidder and forfeiting of EMD due to above cited reasons will be at a sole discretion of BARTI.

10. Submissions of Bids

A complete set of tender documents is available at <https://maharashtra.etenders.in> or <https://swd.maharashtra.etenders.in> for viewing and download. All the notification & details, terms and conditions regarding this tender notice hereafter will be published online on e-tendering website <https://maharashtra.etenders.in> or <https://swd.maharashtra.etenders.in>. The guidelines to download the tender documents and online submission of bids and procedure of tender opening can be downloaded from website <https://maharashtra.etenders.in> or <https://swd.maharashtra.etenders.in>.

The bidder needs to submit their bids online on www.maharashtra.etender.in. The bidders are required to fill the tender online as per the timelines provided. The tender fee has to be paid online, Scanned copy of EMD (BG / DD) with technical bid and submit physical EMD as per timeline specified in the clause 7 under "Instruction to Bidders" without which tender will be considered as incomplete and non-responsive and shall be liable for rejection.

The bidders must make the payments towards tender fee by taking sufficient margin for time lags between the online payment and settlement / realization and other Banking Procedures in the pooling account and reflection of the same in the online tender system. The tender fee shall be non-refundable.

The bidders must possess compatible digital Signature Certificate of Class-II to participate in the e-tendering process.

Bidder may contact helpline support numbers mentioned on the <https://maharashtra.etenders.in>

11. Consortium Conditions

The bidders are allowed to form Consortium subject to the following conditions:

- a) The number of consortium members cannot exceed 2, including the lead partner
- b) The lead partner should have the majority stake in the project; stake being calculated from the detailed roles and responsibilities defined for the Consortium and as declared in the proposal. The value for various services provided would be verified from the Commercial Proposal after opening of the commercial proposal
- c) Only the lead partner will submit the proposal and sign the contract with BARTI
- d) The sole responsibility of execution of the contract would be that of the lead partner only
- e) No consortium member can be a part of more than one consortium. Only one bid will be allowed from a Consortium. The Consortium partner is not allowed to bid individually
- f) The Consortium members will have joint and several liabilities
- g) In case of a consortium Bid, the Lead Partner would need to submit the Consortium Declaration. The Lead Partner would also need to submit the agreement between the Consortium members for the contract clearly indicating their scope of work and relationship. In the event that the Lead Partner does not submit the agreement, it will be considered as an individual bid.
- h) All the signatories of the consortium Agreement shall be authorized by a Power of Attorney signed by the respective Managing Director or Board Resolution and authorization letters of the Board of Directors of the companies
- i) The Consortium Agreement concluded by the Lead Partner and Consortium Member(s) should also be addressed to BARTI clearly stating that the Agreement is applicable to the

contract executed out of this tender and shall be binding on them for the Contract Period. Notwithstanding the Agreement, the responsibility of the completion of the job under the contract will be with the Lead Partner.

12. Site Visit

The bidders may visit the Caste Certificate Scrutiny Committee Office site with at least one day prior intimation to the BARTI and obtain additional information at their own cost and responsibility. Bidders are recommended to do careful study of all the types of records under this project, their physical conditions etc. during the site visit.

13. Language of Bids

The Bids prepared by the Bidder and all correspondence and documents relating to the bids shall be written in the English language. In case of any printed literature is being submitted by the Bidder in any other language, it shall accompany an English translation of such document, and in such cases for purposes of interpretation of the bid, the English translation shall govern.

14. Bid Submission Format

The Bid shall be strictly as per the format specified in this RFP document. Bids with deviation from format are liable for rejection and EMD may be forfeited at sole discretion of BARTI.

15. Clarifications

To assist in the process of evaluation of Bids, BARTI may, at its sole discretion, ask any Bidder for clarification on its Bids. No change in the substance of the Bids would be permitted by way of such clarifications. Any such correspondence shall be in writing by email only.

16. Modification or Withdrawal of Bids

The Bidder may modify or withdraw its Bids before last date and time of bid submission on the e-tendering website. No Bids shall be modified or withdrawn by the Bidder after the last date and time of bid submission. Withdrawal of Bids during the intervening period between the last date & time of bid submission date and expiration of the Bid Validity Period shall result in forfeiture of the EMD.

17. Performance Bank Guarantee

The Successful Bidder will provide a Performance Bank Guarantee, within 21 days from the notification of award of contract, for a value equivalent to 5% of the total cost of contract. The Performance Guarantee shall be kept valid till completion of the project and Maintenance & Support period. The selected Bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Maintenance & Support period. In case the Successful Bidder fails to submit performance guarantee within the time stipulated, BARTI at its discretion may cancel the order placed on the selected Bidder without giving any notice. BARTI shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or Purchaser incurs any loss due to Successful Bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

18. Payment Schedule

Payment shall be released against actual completion of work, on monthly basis after deduction of applicable penalties (monthly basis) as per SLA parameters and if needed, as per recommendation of Director General, BARTI.

Work will be considered complete when the record has been scanned, digitised, ported to the BARTI server and the Document Management System deployed after due quality check process. Porting of data shall be done as directed by BARTI. At the end of every month the Successful Bidder shall submit invoice for work completed certified by the concerned Caste Certificate Scrutiny Official along with report from the application indicating the same.

19. Evaluation of Bids

To participate in Commercial Evaluation Process, Bidder is required to secure at least 60 marks out of 100 in Technical Evaluation.

BARTI shall appoint a Tender Evaluation Committee (TEC) to scrutinize and evaluate the technical and commercial bids received. The TEC will examine the Bids to determine whether they are complete, responsive and whether the Bid format conforms to the RFP requirements.

Bidder shall have experience in handling Marathi documents since a majority of the documents are in Marathi language, either printed or handwritten format.

While digitizing such documents the bidder is expected to have expertise in understanding these documents and index in a proper way to make it searchable in the Document Management System.

BARTI requires that the bidder have experience of working with Government/Semi-Government organisations in Maharashtra.

Pre-Qualification Evaluation: After opening of Technical Bids (Pre-Qualifications Bids), the bidders will be evaluated against the Pre-Qualification criteria set out in the RFP. Technical evaluation of only such bidder will be undertaken that qualify in the pre-qualification criteria.

Technical Evaluation: After Pre-Qualification Evaluation, the Technical Bids will be opened and evaluated against Technical Qualification Parameters explained in the RFP. Bidder securing at least 60 marks out of 100 marks shall only be eligible for commercial bid opening.

Commercial Evaluation: Bidder shall submit their Commercial Bids as per format defined in Annexure XI. Commercial bids of only technically qualified bidders securing minimum 60 marks out of 100 marks shall be opened. Of such qualified bidders, BARTI will award the contract to the bidder based on the Quality & Cost based Selection (QCBS) method as given below:

The technical proposal will carry a weightage of 70% while the Financial Proposal will have the weightage of 30% in the final evaluation.

$$\text{'Technical' Score of Bidder for the Project (X)} = 100 * \frac{\text{(Marks secured by the respective bidder)}}{\text{(Highest marks secured by bidder)}}$$

$$\text{Financial Score (Y)} = 100 * \frac{\text{(Lowest offer quoted by the bidder)}}{\text{(Offer quoted by the respective Bidder)}}$$

Composite Score of the Bidders

Composite score of the Bidders for the bid shall be worked out as under:

Bidder	Technical Score (X)	Financial Score (Y)	Weighted Technical Score (70% of X)	Weighted Financial Score (30% of Y)	Composite Score (F=D+E)
A	B	C	D	E	F
1					
2					

20. Technical Specifications

Computer

Processor	Intel® Core™ i5 or above
Operating System	Windows 8 or later version
RAM	8GB DDR3
Hard Drive	2TB SATA Hard Drive
Display	15.6-inch FHD (1920 x 1080) Anti-glare LED-Backlit Display

Sheetfed Scanner

Sr. No.	Specification	
1	Scanner Type	Sheet fed
2	Scan Size	A3/A4/Legal/Letter etc.
3	Technology	CCD/CIS
4	Light Source	LED
5	Speed	Minimum 90 PPM/100 IPM or more
6	Duty cycle	Min. 25000 Pages/Day or more
7	ADF capacity	250 Pages or more
8	Optical Resolution	600X600 or more
9	Standard interface	USB 2.0
10	Software	Barcode detection, Blank page detection & removal

Duplex Scanner

Sr.No.	Specification	
1	Scanner Type	Automatic Document Feeder Duplex Scanner
2	Scan Size	A3/A4/Legal/Letter etc.
3	Technology	CCD/CIS
4	Light Source	LED
5	Speed	Minimum 60 PPM/120 IPM or more
6	Duty cycle	Min. 5000 Pages/Day or more
7	ADF capacity	150 Pages or more
8	Optical Resolution	600 dpi or more

9	Standard interface	USB 2.0
10	Software	Barcode detection, Blank page detection & removal, Punch hole removal

Flatbed Scanner

Sr.No.	Specification	
1	Scanner Type	Flatbed Scanner
2	Scan Size	A3/A4/Legal/Letter etc.
3	Technology	CCD/CIS
4	Light Source	LED
5	Speed	-
6	Duty cycle	Minimum 4000 Pages/Day or more
7	ADF capacity	-
8	Optical Resolution	1200 dpi or more
9	Standard interface	USB 2.0
10	Software	Barcode detection, Blank page detection & removal, Punch hole removal

#	Term	Definition
1	Bidder	The bidder or both the partners in case of the Consortium should be a Private Limited Company or Public Limited Company or Partnership Firm or LLP firm A consortium of not more than 2 members.
2	Scanning	Scanning would mean each side of a page of any size scanned and stored. Bidder's project experience and turnover in photo copying shall not be considered for technical qualifications.
3	Digitization	Digitization would mean data entry of at least 250 characters per record or Data entry of at least 14 fields per record
4	Project	A project will be considered if a separate work order / agreement is signed with a client.
5	Last three financial years	FY 2015-16, 2016-17 & 2017-18 Financial Year shall mean period between from 1 st April of that year to 31 st March of immediate next year.
6	Last three years	Last three years from the date of Last date (deadline) for uploading of bids on the e-Tendering website.

Pre-Qualification Parameters – Mandatory Documents

Pre-Qualification Evaluation shall be done as per the parameters mentioned in the table below:

Each Bidder is required to submit all the supporting documents as mentioned and additionally other documents as necessary.

Sr. No.	Parameters	Supporting
1	The bidder or both the partners in case of the Consortium should be a Private Limited Company or Public Limited Company or Partnership Firm or LLP firm	Copy of Certificates of incorporation, Articles of Association (AOA) / Memorandum of Association (MoA) OR Registered Partnership deed OR Registered Limited Liability Partnership deed as applicable (for all the partners in case of a Consortium)
2	The bidder or lead bidder (in case of consortium), shall have Average Turnover in India for the last three financial years - Minimum – INR 20 Crores	Certificate from Statutory Auditors as per format in Annexure IX – a . Audited balance sheet, P&L submitted before ROC (for Lead Bidder in case of a Consortium)
4	The bidder's or the lead bidder's (in case of consortium), Average Turn Over from the business of Scanning & Digitization projects with Data Entry for Government Organization (PSU / Local Bodies / Government Departments / Nationalized Banks), for the last three financial years - Minimum – INR 1 Crore	Certificate from Statutory Auditors as per format in Annexure IX – a . Work order mentioning the detailed scope, project value and project completion certificates, summing up to the value of minimum turn-over sought (for Lead Bidder in case of a Consortium)
5	The Bidder or the lead bidder (in case of consortium) shall have a positive net-worth as on 31st March 2017 . Net Worth to be calculated as per guidelines of Companies Act 1956, as amended from time to time.	Certificate from Statutory Auditors as per format in Annexure IX – a . Including tangible and excluding intellectual property (for Lead Bidder in case of a Consortium)
6	The Bidder or the lead bidder and consortium partners (in case of consortium), should not be blacklisted by any State or Central Government, or any Government agency or PSU during last one year from the date of Submission of Bid.	Undertaking for non-blacklisting as per Annexure IV (for all the partners in case of a Consortium)
7	Certification: The bidder or The lead bidder & consortium partner (in case of consortium), must possess a valid ISO 9001:2015 certification or above.	Copy of certificate valid as on date of bid submission and valid since at least last one year from the bid submission date. (for all the partners in case of a Consortium)

Sr. No.	Parameters	Supporting
8	<p>The bidder or lead bidder (in case of consortium), should be in existence for minimum of 5 years in India and should have functional office in Pune with dedicated technical & maintenance staff for deployed hardware.</p> <p>Note: <i>If the Bidder at the time of bidding, does not have a local support office in Pune region, then an undertaking as per Annexure X has to be submitted mandatorily for opening new Project head office within two weeks from the date of Letter of Acceptance (LoA)</i></p>	<p>Electricity Bill or Landline Telephone or Registered Rent Agreement any such valid Govt. proof clearly mentioning the address.</p> <p>Otherwise, Undertaking on Company's letter head as per Annexure X. (for Lead Bidder in case of a Consortium)</p>

Additional requirement from the bidder to qualify in the Pre-qualification criteria

- 1 Board Resolution authorizing a person from Bidder or Power of Attorney to sign / execute the bid as a binding document and also execute all relevant agreements forming part of bid.
- 2 Service Tax / Sales Tax Registration Certificates. GSTIN registration number.
- 3 The latest Income Tax returns along with the copy of PAN Number of the bidder
- 4 Self-Declaration as per [Annexure VIII](#)
- 5 Electronic generated receipt of Tender Fee and EMD submission.

Technical Qualification Parameters

The Technical Evaluation shall be done as per the parameters and marking system mentioned in the table below:

Please note, subcontracted or third-party contracts will not be considered during evaluation. All the work orders should have been received in the name of the bidder or lead bidder (in case of consortium).

Sr. No.	Parameters	Point System	Max. Marks	Supporting
	Total Marks		100	
	Bidder's Financial Competence		30	
1	Avg. Total Turnover : Average Turn Over of the bidder or the Lead Consortium Partner for the last three financial years in India - Minimum – INR 20 Crores	<20 Crores – Disqualified 20 Crores – 5 Mark 1 Mark for every 2 Crores above 20 Crores (no increment in marks if increment is below 2 Crores)	10	Certificate from Statutory Auditors as per format in Annexure IX –a). Audited balance sheet and P&L submitted before ROC
2	Total Work Order Value Total value of work orders for Scanning & Digitization project for Central/State Government (PSU/Local Bodies/Government Departments/Nationalized Banks) project in Maharashtra in the last 5 Years	<1 Crore – 0 Marks ≥ 1 Crore and <3 Crore – 5 Marks ≥ 3 Crore and <5 Crore – 10 Marks ≥ 5 Crore and <7 Crore – 15 Marks >7 Crore – 20 Marks	20	Work order mentioning the detailed scope, project value and project completion certificates, summing up to the value of minimum turn-over sought
	Relevant Experience		70	
4	Number of Work Orders: Prior experience of executing Scanning & Digitization project for Central/State Government (PSU/Local Bodies/Government	<6 Orders – 0 Marks ≥ 6 Orders and <12 Orders – 5 Marks ≥ 12 Orders and <18 Orders – 10 Marks ≥ 18 Orders and <24 Orders – 15 Marks >24 Orders – 20 Marks	20	For completed project: Work order / completion certificate mentioning the detailed scope, value, number of pages

Sr. No.	Parameters	Point System	Max. Marks	Supporting						
	Departments/Nationalized Banks) project in Maharashtra in the last 5 Years			processed, characters, fields and number of locations for all the stated projects.						
5	Total Number of Pages: Total of pages as per the work order for Scanning & Digitization Project for the Central/State Government Organization (PSU/Local Bodies/Government Departments/Nationalized Banks) project in Maharashtra in the last 5 Years	For any one project total pages scanned: <1 Crore – 0 Marks >= 1 Crore and <2 Crore – 5 Marks >= 2 Crore and <3 Crore – 10 Marks >= 3 Crore and <4 Crore – 15 Marks >4 Crore – 20 Marks	20	For ongoing project: Detailed work-order or a certificate from the respective clients mentioning details like value and number of pages scanned and digitized, characters, percentage completion, Fields, location etc.						
	Total Pages Scanned: Total number of pages (each side of a page of any size) in any Ongoing Project for Central/State Government Organization (PSU/Local Bodies/Government Departments/Nationalized Banks) project in Maharashtra	<25 Lakhs – 0 Marks >= 25 Lakhs and <=50 lakhs – 5 Marks <50 lakhs and <=75 lakhs – 10 Marks >75 Lakhs and <= 100 lakhs – 15 Marks >100 Lakhs = 20 marks	20							
7	Multi Location Scanning Project : Prior experience of executing multi-location scanning project covering at least 5 districts in any one state in India for the same project (completed / ongoing) in last five years	For any one project total location : <table><tr><td><5 Location</td><td>0 marks</td></tr><tr><td>>=5 Location and <=10 Location</td><td>5 marks</td></tr><tr><td>>10 Location</td><td>10 marks</td></tr></table>	<5 Location	0 marks	>=5 Location and <=10 Location	5 marks	>10 Location	10 marks	10	Format for Technical Qualification Criteria as per Annexure IX –b supporting Work Order / Completion Certificate The relevant experience will be considered only if the bidder has work order in its own name, or in the name of consortium / JV with bidder being the Lead Bidder / holding maximum equity share
<5 Location	0 marks									
>=5 Location and <=10 Location	5 marks									
>10 Location	10 marks									

Scope of Work

SCOPE OF WORK

BARTI wishes to utilize the services of Scanning and Digitization agency (hereafter referred to as Successful Bidder) for scanning & digitization of legacy records. Tenure of this contract is for a period of 12 months from the date of Signing of Contract. The Successful Bidder is expected to execute the complete scope of work within this period.

Broadly, there would be four phases in Scanning & Digitization work:

Phase I – Pre Commencement of Project

1. Study of existing procedure of Scanning & Digitization at BARTI
2. Project planning and management
3. Deployment, commissioning, and maintenance of hardware, network infrastructure and furniture
4. Implementation of Document Management System

Phase II – Pre-scanning

1. Records / register collection
2. Records preparation / repair
3. Pre-scanning document quality check

Phase III – Scanning and Data Entry

1. Pre-entry verification check
2. Scanning of records and indexing
3. Quality check of scanned images
4. Handover of records (back to respective Caste Scrutiny Committees)
5. Meta data entry of key fields
6. Detailed data entry
7. Quality checking of detailed data entry

Phase IV - Post Scanning and Digitization

1. Porting of data to the Document Management System
2. Reporting – Continuous process
3. Completion of scanning and digitization work

In implementing the above, the Successful Bidder shall strictly adhere to the standards set by the BARTI. The Successful Bidder shall ensure that he is solely implementing the project and shall not franchise / sublet / subcontract it to any third party under any circumstances. Manpower, if required can be hired from third party agency, however the responsibility of the project remains with Successful Bidder only. The details about the above mentioned services are covered in subsequent sections.

Phase I: Pre-Commencement of Project

Prior to project commencement, there are activities Successful Bidder needs to carry out and get necessary approvals from BARTI.

Study of existing procedure of Scanning & Digitization at BARTI

- BARTI currently uses in house software application scanning & digitization operations. All the records of scanning & digitization of caste certificate application files are on the local server of BARTI.
- Around 10 lakh files (each file having approx. 30 pages) have already been scanned by BARTI and stored in an in-house application.
- The purpose of this project is to scan and digitize remaining application files of caste validity committees. Post scanning and digitization of these legacy records, the existing BARTI data and data scanned by the successful bidder has to be ported the DMS software application for one point access to all the data.
- Successful Bidder shall do a careful study of the database structure, etc. of BARTI's application before commencing the project. All the cost pertaining to study of BARTI's software application, porting of data etc. has to be borne by Successful Bidder.
- At the end of the project, complete data of BARTI should be available on a single DMS platform.

Project Planning and Management

- The Successful Bidder shall plan the project implementation in detail and should provide a micro level view of the tasks and activities to be undertaken in consultation with the BARTI.
- An indicative list of planning related documentation that the Successful Bidder should make is as per [Annexure I](#). The document needs to be submitted as per the timeline prescribed unless otherwise approved by the BARTI in writing. Failure to submit the same within the timelines prescribed may lead BARTI to cancel the LOI and forfeit the EMD.
- Any changes recommended by BARTI during demo run, while submission or during the project tenure, shall be incorporated and obeyed to throughout the contract period.
- The "Project Planning and Management" document has to be submitted after successful completion of demo run by Successful Bidder along with PBG and get approval from BARTI.
- Successful Bidder shall establish a project head office in Pune for the entire period of the project. Project Planning and Management documentation shall specifically mention details of the staff to be deployed at project head office and at on-site for scanning.
- The Successful Bidder shall abide to pay the deployed staff, meeting or exceeding the wages as per Minimum Wages Act and comply with labour laws of Govt. of Maharashtra.
- The Successful Bidder shall be responsible for ensuring compliance with the provisions of applicable labour laws, EPF laws and other relevant laws in practice.

- Daily attendance of such manpower shall be recorded and the salary shall be mandatorily through online and banking means.
- Any change in manpower, replacement of manpower etc. shall be intimated to BARTI.

Deployment, Commissioning, and Maintenance of Hardware, Network Infrastructure and Furniture

Successful Bidder shall deploy, commission and maintain the hardware, network infrastructure and Furniture throughout the contract period.

Hardware

- The hardware required for project execution including but not limited to desktops, scanners, digital cameras etc. shall be provided by the Successful Bidder throughout the contract period.
- If Successful Bidder feels necessary, the UPS, stabilizers etc. may be deployed for desktops and scanners to meet the SLAs all the time.
- Number of such hardware can be decided by Successful Bidder as per number of records to be scanned and to meet the SLAs all the time.
- Server space will be provided by BARTI to store the scanned images and meta-data of the respective record in an indexed form, along with the space to host application.
- Successful Bidder has to specify as a part of Project Planning and Management Document, space requirement for storing the scanned images and meta-data and hosting the application for the entire project and maintenance period
- Successful Bidder shall ensure that none of the desktops / scanner used for scanning have USB ports.
- Also there should not be any facility like email or any other document upload / share facility available on the desktop. No record whether physical or digital should move out of the government premises (or government approved premises) under any circumstances.
- Responsibility of all the hardware and infrastructure deployed on-site at Caste Certificate Scrutiny Committee offices across the state shall be sole responsibility of Successful Bidder. BARTI shall not be responsible for any loss etc. under any circumstances. Hence it is recommended to have insurance for all the infrastructure and hardware deployed.

Network Infrastructure

- The network required on-site for scanning will be responsibility of Successful Bidder.
- It is preferred that Successful Bidder avails wireless internet service.
- However, if wiring is needed, plan for wiring and cabling has to be submitted to BARTI and Successful Bidder has to get it approved from BARTI prior to laying of wires and cables.
- All the equipment like routers, switches, repeaters, wires, cables, pins, sockets etc. shall be responsibility of Successful Bidder.

Furniture

- The furniture required for the execution of the project at the Caste Certificate Scrutiny Committee offices will be the responsibility of BARTI.
- Successful bidder must submit the requirement of furniture for each scanning location along with the project plan document.
- Office Space and Electricity connection will be provided by the BARTI.

All the above mentioned furniture, hardware, network etc. is with respect to scanning part of the project at the Caste Certificate Scrutiny Offices.

Maintenance and Warranty

- The Successful Bidder must deploy hardware (desktop, printers, scanners etc.) with comprehensive on-site OEM warranty valid for the complete contract period.
- Warranty shall include support services for deployed hardware (desktop / scanner including repairing, replacement of parts, spares part, etc. to make the product operational.
- The Successful Bidder shall submit a certificate / undertaking as a part of “Project Planning and Management” document from all the respective OEMs mentioning the fact that the hardware deployed are covered under comprehensive OEM warranty & support for the prescribed period.
- During the warranty period, the Successful Bidder shall also be responsible to ensure adequate and timely availability of spare parts needed for repairing the deployed goods so as to ensure continuous and smooth functioning of the project.
- The warranty and maintenance on deployed DMS software should be valid throughout the contract period and 3 years post completion of the contract.
- In case of delay to repair, penalties as defined in SLAs shall be applicable.
- The Project Manager deployed by the Successful Bidder shall act as single point of contact for the BARTI regarding all concerns related to onsite warranty support and maintenance.

Hosting, Testing and Certifications:

- The DMS application as well scanned images and meta-data will be stored in a central server provided by BARTI.
- Acceptance testing and security & performance audit of application needs to be done before hosting on to the server space provided by BARTI. This shall be responsibility of Successful Bidder to complete the testing from any of the CERT-In empaneled audit agencies against the quality framework standards and guidelines which forms part of the SDLC methodology as directed by BARTI and Government of Maharashtra.
- The Successful Bidder is also responsible to provide the STQC certification for database performance of the database used for storing the meta-data and images.
- BARTI reserves right to conduct third party audit of application, database, processes of Successful Bidder pertaining to this project.

Deployment of Document Management System

BARTI intends to have a complete Document Management System (DMS). The selected bidder shall supply, Install & Maintain the DMS. The minimum specified work to be undertaken by the bidder for setting up and operating automation project has been categorised as under:

- Customization/Configuration of the DMS
- Implementation Services
- Onsite maintenance and support for at least three (3) years

BARTI has already scanned & digitised more than 10 lakh files using an in-house setup. The remaining files will be scanned and digitised by the successful bidder. The DMS provided by the successful bidder should be a single solution to accommodate the data scanned & digitized by BARTI and the data scanned & digitised by the successful bidder.

The complete responsibility of the porting the data of files already scanned BARTI to the DMS will be of the successful bidder. It is recommended that the bidder does a detailed analysis of the data with BARTI and makes necessary customizations in the DMS to accommodate the data already with BARTI.

Maintenance of the DMS will be required during the implementation period and also for a period of three (3) years beginning from the time the entire scanning & digitization has been completed and the system is up for use for the offices of District Caste Scrutiny Committees.

The successful bidder shall hand over the source code of the DMS to BARTI during this phase.

The successful bidder shall take care of the following:

a) Supply & Installation

The software components required for successful running of the solution should be latest and new application software should be as per the specifications

b) Testing & Commissioning

Acceptance testing shall be carried out for all sites during the Pre-commencement of Project phase. The DMS will go live only after certification from BARTI. The DMS must have a built in Workflow Management System

c) Training Requirements

The successful bidder would be required to provide training to the staff of client as and when required during implementation as well as maintenance period. The Training will happen at the District Caste Scrutiny offices. The successful bidder should also provide detailed user manual (in hard copy as well as soft copy) for the ease of users.

d) Functional & Technical Requirements

The DMS should have below mentioned features

- The solution should be bilingual (English & Marathi)
- The system should be able to accommodate the existing records scanned & digitised by BARTI and which are currently stored on the BART local server.

- The software solution to be based on open standards
- The system should ensure that all the documents are digitised & stored in a structured manner for easy access and retrieval with proper controls
- It should be user friendly and support drop down option for fields wherever possible and also single window for interacting with the application.
- The DMS should be able to interface with popular soft wares like MS office & Open Office
- The system should support interoperability with cross platforms like Linux, Windows, UNIX, Macintosh), databases and web servers.
- The DMS must be based on multi-tier scalable architecture and should support clustering at each layer i.e. web server, application server, database for fault tolerance & load balancing
- The system should be scalable vertically and horizontally to support the changing user numbers and data volume
- There should be security mechanism at functional level/user/group level and transaction type level
- The system should have adequate administrative controls a security features with ability to set access controls at multiple level. It should support multi-level user access roles like read, create, modify, delete, share etc.
- Categorization of documents in folders & subfolders. There should not be any limit on the number of folders or sub-folders
- System should display the list of documents in a “tree” tool to navigate documents quickly that helps in viewing the documents
- The system should maintain an audit trail to ensure accountability and tracking with detailed logs of actions
- The system should allow sharing of documents among specific users
- Document version support should be available for same file (e.g. abc_v1, abc_v2, abc_v3)
- The system should be flexible to index the documents on user defined parameters. The indexing system should create a organised document filing system and make retrieval simple, quick & efficient
- The application should provide basic access to fundamental functionalities like:
 - Workflow Management System
 - Knowledge Management System
 - File Management System
 - Dashboard etc.
- The DMS should have barcode management system to identify the location of physical documents stored at the District Caste Scrutiny Committee offices
- The DMS should be web based module and should support all popular browsers like Chrome, Firefox, Internet Explorer, Opera etc.
- It should support SSL
- File searching must be possible by multiple parameters

- The system should provide various reports in excel and PDF formats as per requirement
- The system should have auto backup utility tool. It should support multiple Meta Data Types like numeric, float, text etc.

The requirement specification of the DMS is indicative and is subject to change if BARTI comes across additional specifications in due course of time.

Phase II - Pre-Scanning

Prior to scanning process, there are number of activities that need to be carried out so that the documents are properly handled and not lost / misplaced / damaged. The steps in this stage of the process are as follows:

Records / Register Collection

- The Successful Bidder will collect all records / registers mentioned in the scope of work from the BARTI official or from the office of Caste Certificate Scrutiny Committee or any other place as directed by BARTI. It will maintain physical log to record details of records / registers collected and returned. The following indicative details should be entered into the log register:
 - ✓ Number of files collected
 - ✓ Number of pages collected
 - ✓ Date of collection
 - ✓ Expected date of return
 - ✓ Collected from
 - ✓ Collected by and Signature
 - ✓ Date of return
 - ✓ Returned to and Signature
 - ✓ Returned by
 - ✓ Any other detail as decided by BARTI

These details are subjected to change at later date as directed by BARTI.

- Additionally, the respective Caste Certificate Scrutiny official and Successful Bidder's representative shall sign on handover summary sheet before handing over the documents. Such details also needs to be updated by Successful Bidder as and when required for proper tracking of the records.
- The department will ensure a continuous flow of records to streamline and smoothen the Scanning and Digitization activity. In order to meet SLAs, the Successful Bidder may request BARTI to suitably increase the flow of records.
- In case of unavailability of required records, Caste Certificate Scrutiny officials shall be notified by the Successful Bidder.
- All such requests by the Successful Bidder to be addressed to the official email-id of the nodal officer identified for the project.

- In case the Successful Bidder does not raise any such requests, it shall be deemed that the document flow is as expected to meet the necessary Service Level Requirements.
- The records shall be given in batches to the Successful Bidder. The Successful Bidder shall be expected to complete the process for a given batch as per the SLAs defined before the department hands over the next batch.
- In case of illegible textual records, Successful Bidder should inform the BARTI about it. BARTI will try to guide the Successful Bidder as to how such documents be scanned and digitized.

Records Preparation / Repair

- Prior to handing over the records for scanning to the Successful Bidder, BARTI will affix a running serial number to each document and maintain record of the same.
- Further, it is not necessary that all the pages in a records will have an identifier (School leaving certificate, caste certificate, ID card etc.)
- Successful Bidder needs to ensure proper un-filing and re-filing in absence of such reference numbers on each page of a record.
- Successful bidder must number all the pages of the file serially and maintain a record of the number of pages in each file.
- The records so received shall be prepared and repaired by the Successful Bidder.
- Document handling, scanning and re-submission of the documents must be carried out in a manner to ensure that the documents are not damaged and no further deterioration takes place. Trimming, tearing or cutting of the Case files / pages is not permitted.
- In case of damage to the records, penalties as defined in SLA as per [Annexure V](#) will be applicable.

Indicative list of activities to be performed for records preparation by Successful Bidder:

- Dusting the files to remove dirt and other possible noise causing particles.
- Removal of stapler pins, clips etc. (this should not lead to further deterioration of the documents). Also successful Bidder needs to ensure proper sequence of the document on removing stapler pins etc.
- Repair the documents for scanning using cello-tape (Self-Adhesive clear Tapes) or enclosing the documents in plastic pouches (depending on the condition of the documents).
- Successful Bidder shall take guidance from the Caste Certificate Scrutiny Committee officials on files which needs to be defiled or where stapler pins / clips should be removed.
- In case a file is defiled for purpose of scanning, Successful Bidder in consultation with BARTI shall re-file the same in proper sequence before returning.

Pre-Scanning Document Quality Check

The Successful Bidder shall conduct quality check before sending any record for scanning. All the records need to go through quality check. It is more of a visual quality check of the records for visibility, readability.

The following things should also be checked:

- It should be checked that all records have been numbered
- It should be noted that all pages have a record identifier
- It should also be checked that they are not cloth mounted, torn or ragged, and not have too many folds. In case of folds, they should be straightened properly to be scanning ready.
- It should be seen that they are dust free.
- It should be checked that all damaged documents have been repaired.

Phase III: Scanning and Data Entry

After the above preparations of records they shall be processed for scanning and data entry.

Pre-entry Verification Check

- The Successful Bidder will carry out a pre-entry verification check through the software it develops which is integrated with BARTI database / tool through web service
- It is the responsibility of the successful bidder for integrating their software with BARTI database through web service.
- The structure of BARTI database will be shared with Successful Bidder at a later stage.

Scanning of Records

- Only those records which are not available in BARTI's database needs to be scanned and digitized.
- The choice of scanner should depend completely on the condition of the document.
- Sheet Fed scanner shall only be used for excellent physical condition records.
- In case the document is heavily torn and cannot be fed in the sheet feeder, then flat-bed scanner should be used. In case, the document cannot be scanned using any type of scanner, digital cameras can be used as image capturing device (In such case, bidder's DMS software must have provision to accommodate images captured from digital cameras).
- The scanning of the documents would be carried out in the respective Caste Certificate Scrutiny Committee office premises or BARTI approved premises only.
- The documents (records) shall not be taken out of Caste Certificate Scrutiny Committee office under any circumstances, unless duly directed and authorized by BARTI.
- The place at the respective Caste Certificate Scrutiny Committee offices where the scanning would be carried out will be fully equipped with the required scanners, computers, internet connection, UPS / generators etc., for un-interrupted execution of the project by the Successful Bidder.

- The necessary infrastructure for scanning needs to be setup by the Successful Bidder in the space provided by the concerned Caste Certificate Scrutiny Committee office.

Quality Parameters for scanned images

- Minimum 200 DPI in Grayscale. In case legibility of the characters is not proper, the Successful Bidder shall scan the page as it is at higher DPI, not more than 300 DPI.
- Image should be stored in PDF/A (ISO 19005-1:2005 or later) format only and shall be scanned in Grayscale only.
- In case the scanned image is not legible in grayscale, the Successful Bidder may be required to scan it in color mode.
- Multiple images of multiple pages for single record shall be combined in single PDF/A file per record as the scanning for that particular record is completed.
- Adequate compression should be applied to the scanned image such that image quality is not adversely affected substantially yet there is a saving on storage required.
- Image should be oriented either vertically or horizontally (Portrait or Landscape) in such a manner to read the details on it without further need of rotation and should be without any tilt / skew.
- Blank page should not be scanned. In case of doubt, successful bidder can take decision on the ground in consultation with Caste Certificate Scrutiny Official.
- Brightness and contrast of a scanned image should be considered wisely. If needed, Successful Bidder shall adjust the same for all the data on the page to be clearly legible.
- Images should be scanned in such a way that printout of image on paper will be clean and legible on 1:1 scale.
- The PDF/A file shall be append able in future for more number of scanned image as and when required.
- **With respect to image, following points needs to be considered:**
 - The image should be clean and free of noise.
 - The image should not be warped.
 - Image should not have any shear.
 - Image should not contain black borders.
 - The image should not be too dark / too light, but dark enough for all data to be clearly legible.
 - The image should not have been captured under improper lighting, no shadow of any object should be on image.
 - The image (actual data on page) should not be cropped from any side.
 - The orientation of the image should be right so as to view directly without rotation later.
 - The image should not be skewed or blurred.
 - There should not be any data loss especially due to folds.
 - There should not be any data loss due to tight binding and bulge at the centre.
 - There should not be extra darkness at the edges.
 - There should not be unwanted black lines, images of fingers or any other unwanted disturbances on the scanned images.

Note:

While scanning, the sheet has to be fed in straight upright position and smoothened so that no folds are generated while scanning. In the flat-bed scanner, the document has to be laid flat on the glass, smoothened and scanned; and bulging should be avoided.

- In case of scanned image is not of desired quality, Successful Bidder shall scan it again until the desired quality is achieved (At no extra cost).
- In case the documents are not legible, it will be the Successful Bidder's responsibility to scan the documents at higher resolution (At no extra cost).
- The image so generated after adequate compression should be legible in both soft format and printed copy taken on paper in 1:1 scale.
- The scanned documents should adhere to Indian IT Act 2000 (and amendments), Indian Evidence Act (and amendments).

End Result for completion of Scanning**Page Level:**

- Each valid page of the record (page designated by Caste Certificate Scrutiny official for scanning) should be converted into an equivalent image.
- Complete area of the paper should be visible in the image including contents, dates (whether typed or hand written), signatures, thumb impressions, page numbering and noting along with page numbering.

File Level:

- Scanned image/s of each records, a single page or a set of pages, shall be stored as one multi-page PDF/A file.
- PDF/A format is required to be ISO 19005-1:2005 or later and ISO 32000-1:2008 or later
- Option to password protect a PDF file if exported out of DMS system.
- It should support
 - Digital signature
 - Time stamping and
 - Encryption
- File name shall be a combination of codes. The exact naming convention shall be as directed by BARTI at later date.
- The PDF/A file shall contain images of all the valid pages corresponding to the actual record in exact sequence of the actual record.
- The compressed PDF files created for viewing are required to be compressed and sized within 1 MB maximum and shall also retain search ability, clarity of image and print quality.
- The PDF/A output is required to be capable of being watermarked with the image approved by the BARTI

The above requirements are indicative and may change as directed by BARTI at later date.

Quality Check of Scanned Images

Quality check after scanning is of utmost importance. Images clearing this QC will lead to movement of records to metadata entry phase. QC activities in this stage are:

- The Successful Bidder should also check that all records obtained from the BARTI have been scanned. No page should be scanned twice unless explicitly instructed by Caste Certificate Scrutiny Committee/BARTI official. Payment for such extra scanning will not be made to the Successful Bidder.
- The Successful Bidder shall generate a report which identifies any mismatch between the number of records submitted for scanning and number of records actually scanned.
- Successful Bidder should check scanned records for DPI, image quality, format, noise removal, legibility etc.
- It is the absolute responsibility of the Successful Bidder to ensure that the content of scanned image is an exact replica of the original paper page. Images should be scrutinized by Successful Bidder in detail for any other kind of issue in the scanned images.
- 100% on-screen validation to be done and the log for 100% QC work done by Successful Bidder on daily basis.
- The Successful Bidder will appoint skilled and qualified, separate manpower for QC purpose and not get QC done by operators who have scanned and done metadata entry.
- Successful Bidder will maintain a log on the DMS software application of all the records which have been rejected in 1st level QC by Successful Bidder.
- In case there are issues with the scanned images, Successful Bidder will rescan all such pages again and take them for 2nd level QC.
- Post 100% QC by Successful Bidder, the BARTI will conduct random and surprise quality checks of the work carried out by the Successful Bidder. Any deviation shall attract the applicable penalties as per SLAs as defined in [Annexure V](#).
- The Successful Bidder shall provide a QC module which is accessible online (for QC of scanned images and data by BARTI officials) within the module of application.
- The QC module shall have 'approve' and 'reject' buttons. In case the records are rejected in QC module, either by Successful Bidder or by BARTI, the same record needs to be scanned once again with required and desired quality. The earlier scanned file created shall then be deleted from the DMS system. If the record is QC approved, only then it will be accessible in the DMS.

Handover of Records (back to Caste Certificate Scrutiny Committee official)

- After scanning, all the records should be handed over back to the Caste Certificate Scrutiny Committee official in proper sequence and pinned or stapled promptly. Appropriate entries would also have to be made by the Successful Bidder and Caste Certificate Scrutiny Committee official in their inward / outward register on return of documents.

- Scanned records will be stamped and duly signed by the users indicating that the "FILE IS SCANNED AND DULY RECONSTRUCTED" and the Successful Bidder will be fully responsible for any loss/damage of any document.
- Under no circumstances shall the records be changed, mutilated, destroyed or replaced by some other records. Any damage to the records will lead to penalties to the Successful Bidder as per SLAs as defined in Annexure V. Thus the Successful Bidder should take utmost care of the records taken for scanning.

Metadata Entry of key fields

- The metadata entry of key fields is to be done only after scanning and QC are completed.
- The metadata entry has to be done in English alone. There can be cases where the physical records are in Marathi. In such cases, it will be responsibility of the Successful Bidder to consult with Caste Certificate Scrutiny Committee Official/BARTI official for correct data entry in English. In such cases, the files for data entry must be cross verified from the scanned documents for correct English spelling and only then data entry is to be done.
- In case of any doubt, it is the responsibility of the successful bidder to consult with BARTI on such disputable cases. And only after final confirmation from BARTI, will the Metadata entry will be considered valid.
- Required space for metadata entry process shall be responsibility of the Successful Bidder. In case BARTI provides space in one or more Caste Certificate Scrutiny Committee offices, Successful Bidder shall do the data-entry execution at the Caste Certificate Scrutiny Committee provided premises. In any case, necessary arrangements like physical infrastructure of desktops etc. and manpower for data entry either at Successful Bidder's premises or Caste Certificate Scrutiny Committee's premises shall be responsibility of Successful Bidder.
- If for one or more Caste Certificate Scrutiny Committee, BARTI doesn't provide space, the metadata entry process for such offices can be carried out from any desired location of Successful Bidder. The Successful Bidder shall provide for all physical infrastructure and manpower at each locations where metadata entry is being done.
- However, all such locations where metadata entry process is being done outside Caste Certificate Scrutiny Committee's premises, the same has to be updated with BARTI as a part of Project Planning and Management Document.
- Any change in location address etc. shall be intimated to BARTI by Successful Bidder. Also, total manpower strength and number of desktop terminals kept at each such location shall be intimated to BARTI from time to time, up to date.
- BARTI or any other authorised officer at its sole discretion without any prior intimation to Successful Bidder may visit any of such location any time throughout the contract period.

Double Blind Data Entry Method

- For accurate metadata entry of key fields, **double blind data entry method** (i.e. two people will enter the data for the same scanned image independently), shall be done for all scanned images.
- Metadata entry of key fields is to be done by adding appropriate tags to each scanned document in consultation with BARTI.
- The metadata entries of key fields done by these operators will be compared by the application and those with wrong metadata entry will be visible to the concerned supervisor of Successful Bidder and to BARTI.
- Successful Bidder should correct all such errors at no extra cost or reassign the data entry again by double blind method to the data entry operators.
- The Successful Bidder will accurately capture entries from the scanned image as per indicative metadata fields defined by BARTI for each record.
- Meta data entry module may have facility for offline data entry and syncing with central server as the connectivity is available.

Detailed Data Entry

- The Successful Bidder may do the detailed data entry of the remaining fields of the records either after matching of key fields in Double Blind process or may do the detail data entry simultaneously along with Double Blind.

Quality Checking of Detailed Data Entry

The Quality Checking for data entry shall include the following:

- Whether all required metadata fields have been captured.
- Whether the metadata captured is correct.
- Random quality check for at least 25% of records for detailed data entry has to be done by Successful Bidder.
- Such QC has to be done by the Successful Bidder through the application and the same to be logged and be a part of MIS report.
- The Successful Bidder shall appoint skilled and qualified manpower for QC purpose.
- Post QC done by Successful Bidder, BARTI shall do QC randomly for records. If BARTI rejects any record for data entry, the data entry for that particular records has to be redone by Successful Bidder (at no extra costs).
- In case of rejections in QC by BARTI, penalties as defined in SLAs as per [Annexure V](#) will be applicable.

Phase IV: Post Scanning and Digitization

Following activities shall be performed upon completion of scanning and digitization activity:

- Scanned records and respective metadata entry indexed in the DMS software.

- Online application for retrieval of scanned images and data for various officials of BARTI.
- Scanned records (one or more than one pages) shall be delivered in PDF/A format.
- Successful porting of data to the legacy schema of BARTI's application and QC done.

Porting of data to DMS software and BARTI Cloud Server

- The successful bidder will port the complete data of scanning and digitization which includes, the files already scanned & digitized by BARTI and the files scanned and digitized by successful bidder on BARTI's Cloud Server.
- The Successful Bidder shall submit a proper DMS software for indexing and retrieval method for accessing scanned images and meta-data. After scanning, data entry and QC by BARTI, the data needs to be kept port-ready to the DMS application.
- Successful Bidder will completely support the porting process and make sure to properly port and check the sanity of data ported to BARTI cloud server until satisfaction of BARTI.
- The project will be considered completed only upon 100% successful completion of porting the data on the DMS software and QC of the ported data done successfully by Successful Bidder.

Reporting

- Successful Bidder shall make available MIS reporting tool on the application accessible by BARTI through the module provided by Successful Bidder.
- Various reports needs to be generated at various stages of the project as directed by BARTI.
- This shall include daily, weekly, monthly and overall progress - number of images / pages scanned, percentage scanned etc.
- Reports on rejection in QC of scanned images and Data Entry process and double blind process and their percentage.
- Capturing risk and issues during the project. The format, content, periodicity and other information related to reports shall be discussed and finalized with the successful bidder before the commencement of the project.

Completion of Scanning work

- Post completion 100% successful completion of Scanning, Successful Bidder can take out all the hardware like desktop, scanner etc., and network cabling if any and furniture from the Caste Certificate Scrutiny Committee premises or any other approved premises. While doing so, Successful Bidder shall make sure to settle all the dues of network utility, disconnect the line, format all the desktops, digital camera's memory etc. and make sure that any record is not taken outside BARTI's premises under any circumstances in either physical or digital form.
- Successful Bidder shall make sure that all the physical records shall be returned to Caste Certificate Scrutiny official and no records be taken out of BARTI premises or BARTI approved premises.

- Successful Bidder shall also make sure to peacefully vacate the space provided by BARTI without any damage to the property of BARTI.
- No hardware, or any cable or furniture should brought by Successful Bidder shall remain in the BARTI's premises (BARTI approved premises), post project completion.
- The maintenance of application shall be responsibility of the Successful Bidder for a period of 3 years from date of completion of contract.
- The porting of desired data as directed by BARTI shall be completed.

General Conditions of Contract

General Conditions of Contracts for both bidders

Governing Law

The Empanelment Process shall be governed by, and construed in accordance with, the laws of India and the Courts at Mumbai shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Empanelment Process.

Confidentiality

- 1 Information relating to the examination, clarification, evaluation and recommendation for the Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising BARTI in relation to, or matters arising out of, or concerning the Empanelment Process.
- 2 BARTI will treat all information, submitted as part of the Bid, in confidence and will require all those who have access to such material to treat the same in confidence. BARTI may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/or BARTI.

Legal Fees and Duties

The successful bidder shall be entirely responsible for stamp duties, license fees, and other such levies imposed.

Period of Validity of Bids

Bids shall remain valid for a period of 180 days after the bid submission deadline date prescribed by BARTI. A bid valid for a shorter period shall be rejected by BARTI as non-responsive. In exceptional circumstances, prior to the expiration of the bid validity period, BARTI may request Bidders to extend the period of validity of their Bids.

Change in Laws and Regulation

Unless otherwise specified in the Contract, if after the date of the Invitation for Bids, any law, regulation, ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or changed that subsequently affects the Delivery Date and/or the Contract Price, then such Delivery Date and/or Contract Price shall be correspondingly increased or decreased, to the extent that the successful Bidder has thereby been affected in the performance of any of its obligations under the Contract.

Fraud and Corruption

BARTI requires that Bidder must observe the highest standards of ethics during the execution of the contract. In pursuance of this policy, BARTI defines, for the purpose of this provision, the terms set forth as follows:

- 1 "Corrupt practice" is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;

- 2 “Fraudulent practice” is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- 3 “Collusive practice” is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
- 4 “Coercive practice” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- 5 “Obstructive practice” is
 - deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a BARTI investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or
 - Acts intended to materially impede the exercise of BARTI’s inspection and audit rights.

If it is noticed that the Bidder has indulged into Corrupt / Fraudulent / Collusive / Coercive / Obstructive practices,

- It will be a sufficient ground for BARTI to terminate the contract and initiate black-listing of the bidder.
- It will reject a proposal for award if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the contract;

Intellectual Property Rights

For any customized solution developed for the project (such as software utility for digitization and scanned image retrieval, software utility for QC of scanning and data entry etc.), IPR of the solution would belong exclusively to the BARTI. The Successful Bidder shall handover the source code to BARTI at the stage of commencement of Project. The Successful Bidder shall also submit all the necessary instructions for incorporating any modification / changes in the software and its compilation into executable / installable product. In case of software is a Commercial off the Shelf (COTS) product, the perpetual license needs to be in the name of Director General, BARTI and the CD / DVD of the License and the Setup shall be handed over to BARTI.

Deliverables provided to BARTI by Successful Bidder during the course of this project, all right, title and interest in and to such deliverables shall immediately upon creation, vest in BARTI. To the extent that the Successful Bidder Proprietary Information (PI) is incorporated within the deliverables, Successful Bidder and its employees engaged grant to BARTI a perpetual, irrevocable, non-exclusive, transferable, paid-up right and license to use, copy, modify / modified, transfer to BARTI facilities, and prepare for them, use and copy

derivative works for the benefit of and internal use of BARTI, of such Successful Bidder PI, BARTI's rights pursuant to the preceding sentence include the right to disclose such Successful Bidder PI to 3rd party contractors solely for use on the project provided that all such 3rd party contractors execute, deliver and comply with any customary confidentiality and non-disclosure agreements reasonably required by BARTI.

Data Ownership

All the data created as the part of the project shall be owned by BARTI. The Successful Bidder shall take utmost care in maintaining security and confidentiality of this data. Access to the data / systems shall be given by the Successful Bidder only to the personnel working on the projects and their names & contact details shall be shared with BARTI in advance and these personnel shall sign a Non-disclosure Agreement with BARTI before starting work on the project. BARTI/ its authorized representative(s) may conduct periodic/surprise security reviews and audits, to ensure the compliance by the Successful Bidder to data/system security.

Non-disclosure Agreement

Each and every resource of the Successful Bidder associated with this project will have to sign the Non-Disclosure Agreement (NDA) with the Successful Bidder. The copies of the same has to be submitted to BARTI as a part of "Project Planning and Management". Successful Bidder shall sign an NDA with BARTI as per attached format in [Annexure VI](#). This also has to be submitted along with "Project Planning and Management" document.

Force Majeure

The successful bidder shall not be liable for forfeiture of its Performance Security, liquidated damages, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. Force Majeure shall not cover the price fluctuation of components.

For purposes of this Clause, Force Majeure means an event or situation beyond the control of the successful bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the successful bidder. Such events may include, but not be limited to, acts of BARTI in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force Majeure situation arises, the successful Bidder shall promptly notify BARTI in writing of such condition and the cause thereof. Unless otherwise directed by BARTI in writing, the successful Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

Change orders and Contract Amendments

BARTI may at any time order the successful bidder to make changes within the general scope of the Contract, in any one or more of the following:

- 1 The place of service delivery.

- 2 The related services to be provided by the successful bidder.

If any such change causes an increase or decrease in the cost of, or the time required for, the successful bidder's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly be amended. Any claims by the successful bidder for adjustment under this Clause must be asserted within 45 days from the date of the successful bidder's receipt of BARTI's change order.

Right to accept and to reject any or all Proposals

- 1 Notwithstanding anything contained in this RFP, BARTI reserves the right to accept or reject any proposal and to annul the Empanelment Process and reject all Proposals at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.
- 2 Such misrepresentation/improper response as described herein shall lead to the disqualification of the Bidder.
- 3 In case it is found during the evaluation of proposals or at any time before signing of the Agreement or after its execution and during the period of subsistence thereof, that one or more of the pre-qualification conditions have not been met by the Bidder or that the Bidder has made material misrepresentation or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith and the Agreement, if signed, shall be liable to be terminated by a communication in writing by BARTI to the Bidder, without BARTI being liable in any manner whatsoever to the Bidder.

Termination

BARTI, at its discretion, can terminate the empanelment of an bidder earlier than the expiry of Two (2) year period in the event of failure of bidder to remain eligible in view of prevailing eligibility conditions (as revised from time to time) or to perform as per contract deliverables or other relevant reason(s) given in writing to the bidder.

Payment upon Termination

BARTI may consider making a payment for the part satisfactorily performed on the basis of Quantum Merit as assessed by it, if such part is of economic utility to the BARTI.

Applicable laws

- 1 The Contract shall be interpreted in accordance with the laws prevalent in India
- 2 Compliance with all applicable laws: The Bidder shall undertake to observe, adhere to, abide by, comply with and notify the Department about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this Tender and shall indemnify, keep indemnified, hold harmless, defend and protect the Department and its employees/ officers/ staff/ personnel/representatives/ agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

- 3 Compliance in obtaining approvals/ permissions/ licenses: The Bidder shall promptly and timely obtain all such consents, permissions, approvals etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Department and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and the Department will give notice of any such claim or demand of liability within reasonable time to the bidder.
- 4 All legal disputes are subject to the jurisdiction of Civil Courts Pune only.

General Terms of Proposal Submission

- 1 Each Bidder must submit a single proposal.
- 2 BARTI shall receive the proposal in accordance with the terms set forth in this RFP and other documents that may be provided by BARTI pursuant to this RFP as amended/clarified from time to time by BARTI.
- 3 Bidders shall not have a conflict of interest ("Conflict of Interest") that affects the Empanelment Process or any sanction of work that may follow. Any Bidder found to have a Conflict of Interest is liable to be disqualified.
- 4 Any misrepresentation shall lead to disqualification of the Bidder.

BARTI will not return any proposal or any information provided along therewith. BARTI reserves the right to verify all statements, information and documents submitted by the Bidder in response to the RFP. Failure of BARTI to undertake such verification shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of BARTI thereunder.

Failure to agree with the Terms & Conditions of the RFP

Failure of the bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of empanelment.

Annexures

ANNEXURES

Annexure I: Project Planning and Management

An indicative list of planning related documentation that the Successful Bidder should make at the onset is as below:

- a. **Inception Report:** Inception Report should include the Successful Bidder's approach to the project including details about methodology, resource deployment and utilization, project stakeholder's identification, project timelines etc.
- b. **Detailed Project Plan:** Detailed project plan should list out all activities in detail with start date, end date, duration for completion of activity & dependencies. It is preferable that Project Plan is prepared using project management tool.
- c. **Manpower Deployment List for Scanning part of the project:** List the manpower along with roles and responsibilities assigned of every type of manpower. CVs of the Project Management / Key resources shall be submitted to BARTI. List of local resources to be submitted to at respective Caste Scrutiny Committee Offices before commencement at that office. All on-site authorised personnel shall have valid company's identity. In case of any change later, the same has to be intimated promptly along with proposed replacement and submitted to BARTI. Successful Bidder to submit duly signed NDA and copies of NDA as described in Clause 24 under "Instruction to Bidders"
- d. **Infrastructure & Site Set Up Plan:** Plan detailing the set-up and installation related activities for various infrastructure components. Successful Bidder shall indicate the required storage server space for hosting the application, storing of scanned images and meta-data. The connectivity for scanning of images on-site will also be responsibility of Successful Bidder. BARTI will give required permission for obtaining connectivity on-site if deemed fit. Certificate / undertaking from all the respective OEMs of the hardware, mentioning the fact that the hardware deployed are covered under comprehensive OEM warranty & support for the prescribed period.
- e. **Standard Operating Procedures (SOP):** SOP should detail the execution plan of the Successful Bidder. Successful Bidder should list out all activities with standard operating procedures, process flow of activities and assigning responsibility for each activity. SOP will detail out the responsibilities of Successful Bidder and BARTI.
- f. **Locations and Manpower details for Data Entry:** Data entry has to be carried out at district Caste Scrutiny Committee Offices. All such locations where data entry process is being done has to be updated with BARTI as a part of this document. Also, number of Data Entry operator, their basic qualification etc. has to form part of this documentation. Any change in due course of project, this document has to be updated with changes incorporated and re-submitted to BARTI. Successful Bidder to submit duly signed NDA and copy of NDAs as described in Clause 24 under "Instruction to Bidders"
- g. **Communication Plan:** This plan should indicate what form of communication will be utilized for what kinds of meeting along with recipients and frequency. Communication Plan should also include the escalation mechanism of Successful Bidder for resolution of issues.

- h. **SLA and Performance Monitoring Plan:** In this plan, Successful Bidder should mention how service level agreements for each item will be monitored and adhered to. The plan should also include the methods / tools to monitor the performance.
- i. **Project Methodology and Workflow:** This document shall highlight the methodology and process workflow for the project. It should explain the processes as mentioned below:
- Batch Preparation
 - Sequencing and Categorization of Pages
 - Pre-entry verification
 - Capture Process / Onsite Scanning
 - Quality Control for scanning
 - Metadata and detailed data entry
 - Quality Control for Meta Data
 - Post Capture Activities including porting data to DMS software
 - MIS & Other Report
- j. **Training and Knowledge Transfer Plans:** Successful Bidder has to train BARTI's officials to use the application provided by Successful Bidder to BARTI for fetching scanned records and digitized data, training for QC of scanned images and data and any other modules as directed by BARTI.
- k. **Weekly and Monthly Progress reports:** Successful Bidder should prepare detailed progress reports on weekly & monthly basis for capturing details like number of pages scanned and digitized– type-wise, number of metadata entry done, open issues in the project etc.
- l. **Technical Manuals / User manual:** Successful Bidder should submit all the technical manuals. Successful Bidder shall also submit detailed technical architecture of the application. This should include the process / workflow for scanning activity along with metadata entry. Also search and print facility should be included along with screen shots of the application.

The Successful Bidder shall prepare the formats / templates (wherever required) for each of the deliverables upfront based upon industry standards and the same will be approved by BARTI prior to its use for deliverables. All project documents are to be kept up-to-date during the course of the project. The Successful Bidder shall maintain a log of the internal review of all the deliverables submitted. The logs shall be submitted to BARTI on request.

Annexure II: Pre-Bid Queries Format

Name of the Bidder:

Date: _____

Name of Person(s) Representing the Bidder:

Sr. No.	Name of the Person	Designation	Email Id	Contact No.

Sr. No.	RFP Page Number	Clause (Tender Ref.)	Query / Suggestion / Clarification

Annexure III: Key Submission

Following minimum documents are to be furnished. Any additional supporting documents needed are to be submitted as per bidder's proposal. The Bid submission shall be strictly as per the below format, else bids may be rejected summarily.

Sr.	Brief Description	Documents to be furnished	Page Number / File Name
1.	The Bidder or Both the partners in case of Consortium should be Private Limited Company or Public Limited Company or Partnership Firm or LLP firm	<ul style="list-style-type: none"> • Copy of Certificates of incorporation, Articles of Association (AOA) / Memorandum of Association (MoA) OR • Registered Partnership deed OR • Registered Limited Liability Partnership deed as applicable • Consortium Agreement in case of a Consortium 	
2.	Bidder's Average Turn Over or the Lead bidder's average turnover in India for the last three financial years - Minimum – INR 20 Crores	<ul style="list-style-type: none"> • Certificate from Statutory Auditors as per format in Annexure IX – a. • Audited balance sheet, P&L submitted before ROC 	
3.	Bidder's Average Turn Over or Lead Bidder's Average Turnover from the business of Scanning & Digitization projects, for Central/State Government Organization (PSU / Local Bodies / Government Departments / Nationalized Banks) in Maharashtra, for the last three financial years - Minimum – INR 1 Crore	<ul style="list-style-type: none"> • Work order mentioning the detailed scope, project value and project completion certificates, summing up to the value of minimum turn-over sought. • Consolidated average annual Turnover from Scanning and Digitization Projects for Central/State Government Organizations (PSU / Local Bodies / Government Departments / Nationalised Banks) as certified by the Statutory Auditors of the bidder as per format in Annexure IX –a. • All of the above documents should clearly indicate / highlight transactions from Scanning and Digitization projects from required type of clients 	

Sr.	Brief Description	Documents to be furnished	Page Number / File Name
4.	Bidder shall have a positive net-worth as on 31st March 2018 . Net Worth to be calculated as per guidelines of Companies Act 1956, as amended from time to time.	Certificate from Statutory Auditors as per format in Annexure IX – a . • Including tangible and excluding intellectual property	
5.	Certification: Bidder or Lead bidder & Consortium Partner must possess a valid ISO 9001:2015 certification or above	Copy of certificate valid as on date of bid submission and valid since at least last one year from the bid submission date	
6.	Bidder should not be blacklisted by any State or Central Government, or any Government agency or PSU during last one year from the date of Submission of Bid.	Undertaking for non-blacklisting as per Annexure IV	
7.	Self-Declaration	Annexure VIII	
8.	Board Resolution authorizing a person from Bidder or Power of Attorney to sign / execute the bid as a binding document and also execute all relevant agreements forming part of bid.	Board Resolution or Power of Attorney	
9.	The Bidder should be in existence for minimum of 5 years in India and should have functional office in Pune with dedicated technical & maintenance staff for deployed hardware. Note: <i>If the Bidder at the time of bidding, does not have a local support office (Project Head office) in Pune, then an undertaking as per Annexure X has to mandatorily submitted.</i>	<ul style="list-style-type: none"> Electricity Bill or Landline Telephone or Registered Rent Agreement or Shop Act any such valid Govt. proof clearly mentioning the address. Otherwise, Undertaking on Company's letter head as per Annexure X. 	

Sr.	Brief Description	Documents to be furnished	Page Number / File Name
10.	<p>— Number of Work Orders: Prior experience of executing Scanning & Digitization project for Central/State Government (PSU/Local Bodies/Government Departments/Nationalized Banks) project in Maharashtra in the last 5 Years</p> <p>— Total Pages Scanned: Total number of pages (each side of a page of any size) in any Ongoing Project for Central/State Government Organization (PSU/Local Bodies/Government Departments/Nationalized Banks) project in Maharashtra</p> <p>— Total Work Order Value: Total value of work orders for Scanning & Digitization project for Central/State Government (PSU/Local Bodies/Government Departments/Nationalized Banks) project in Maharashtra in the last 5 Years</p> <p>— Total Number of Pages: Total of pages as per the work order for Scanning & Digitization Project for the Central/State Government Organization (PSU/Local Bodies/Government Departments/Nationalized Banks) project in Maharashtra in the last 5 Years</p> <p>— Multi Location Scanning Project: Prior experience of executing multi-location scanning project covering at least 5 districts in any one state in India for the same project (completed / ongoing) in last five years</p>	<ul style="list-style-type: none"> • Work order mentioning the detailed scope, value and number of pages processed, and number of locations for all the stated projects. • Project Completion/ Substantial Project Completion certificate from the respective clients for such with details like percentage completion, value and no. of pages processed till such date. • Format for Technical Qualification Criteria as per Annexure IX – b) supporting Work Order / Completion Certificate. 	

Sr.	Brief Description	Documents to be furnished	Page Number / File Name
11.	Profile of the Bidder	MOA and AOA which includes business related to Scanning and Digitization. One Pager profile with Bidder name, Address, Valid Registration number and issuing authority, Contact person, email and contact number of two or more persons, website (if any), years of experience in Scanning and Digitization business etc.	
12.	The Income Tax returns of last three financial years along with the copy of PAN number of the bidder	Attested true copy of the IT returns & PAN Card	
13.	Sales Tax, Service Tax, GST	Service Tax / Sales Tax Registration Certificates. GST Registration number.	
14.	Anti – Collusion Certificate	Annexure VII	
15.	Earnest Money Deposit of Rs. 14,10,000/- (Rs. Fourteen Lakhs Ten thousand only)	Scanned copy of BG / DD towards EMD or valid certificate for exemption from NSIC.	
16.	Tender Fee Deposit of Rs. 20000/-	Scanned Copy OR Screenshot of Tender Fee Deposit Receipt	

Annexure IV: Undertaking – Non-Blacklisting

<< To be printed on Bidder Company's Letter Head and Signed by Authorized Signatory>>

No.

Date:

To:

Director General,
Dr. Babasaheb Ambedkar Research and Training Institute, Pune
28, Queen's Gardens, Camp,
Pune 411001

Sub: RFP for Selection of Service Provider for Scanning & Digitization of Records of Caste Certificate Scrutiny Committees of Maharashtra, Department of Social Justice & Special Assistance, Govt. of Maharashtra –Non-Blacklisting Undertaking.

Ref: RFP No.: _____ **Dated** _____

We confirm that our Company <Name of Bidder> as on date of submission of the proposal for Selection of Service Provider for Scanning & Digitization of Records of Caste Certificate Scrutiny Committees of Maharashtra, Department of Social Justice & Special Assistance, Govt. of Maharashtra, has not been blacklisted by the Central Government / any State Government/ any Government agency/ any PSU entity in India, during last one year from date of submission of Bid.

Sincerely,

(Signature of the Authorized signatory of the Bidder)

Name:

Designation:

Seal:

Date:

Place:

Business Address:

Annexure V: Service Level Agreement

Service Level Parameters:

Sl.	Service Parameter	Performance Level	Penalty	Breach Level (Beyond Performance Level)
PROJECT COMMENCEMENT				
T₀ : Declaration of Successful Bidder				
1.	Start of Demo Run for 7 days or until satisfaction of BARTI by Successful Bidder	T ₀ + 1 weeks	Rs. 10000 per day delay to start demo run	Delayed by 2 weeks (T ₀ + 3 weeks)
T₁ : Issue of Letter of Intent				
2.	Submission of Letter of Acceptance by Successful Bidder	T ₁ + 1 weeks	NA	Delayed by 2 weeks (T ₁ + 3 weeks)
3.	Submission of "Project Planning and Management" Documentation modified as per Demo run	T ₁ + 3 weeks	NA	Delayed by 1 week (T ₁ + 4 weeks)
4.	Signing of Contract and submission of PBG	T ₁ + 3 weeks	NA	Delayed by 2 weeks (T ₁ + 5 weeks)
T₂ : Allocation of space in Caste Certificate Scrutiny Offices or Caste Certificate Scrutiny Offices approved premises for scanning by BARTI (T₂ = T₁ + 3 weeks)				
5.	At minimum 5 Caste Certificate Scrutiny Offices: <ul style="list-style-type: none"> Setting up of manpower, required hardware, network by Successful Bidder. Commencement of Scanning & Digitization project 	T ₂ + 3 weeks	Rs. 10,000 per day of delay, or part thereof	Delayed by 4 weeks (T ₂ + 6 weeks)
6.	Completion of Scanning & Digitization and data entry of all files of all records of all Caste Certificate Scrutiny Offices	12 months from signing of contract	Rs. 50,000 per day of delay, or part thereof	Delayed by 4 weeks
7.	Maintenance and Support (DMS)	Three years after successful completion of Scanning & Data Entry and go-live of the DMS application		

Sl.	Service Parameter	Performance Level	Penalty	Breach Level (Beyond Performance Level)
PROJECT EXECUTION				
8.	Mutilation or damage or loss of records while handling	Zero mutilation or damage or loss	Rs. 20000 per document mutilated / damaged / loss	More than 500 documents mutilated / damaged / lost per month
9.	Documents taken outside of Caste Certificate Scrutiny Offices premises/Caste Certificate Scrutiny Offices approved premises whether physically or digitally without written consent of BARTI	No documents shall be taken out without written consent of BARTI	NA	Immediate Breach of Contract
10.	Every record and page have to be scanned and digitized as directed by BARTI	100% of records given by BARTI to be scanned and digitized as directed by BARTI	Rs. 1000 per page left for either scanning or digitization	Beyond 500 such pages left without scanning or digitization at any Caste Certificate Scrutiny Offices location per month
11.	Rejection in Quality Check by BARTI in Scanning	99.8% of records must be accepted and approved per month	<ul style="list-style-type: none"> Re-scanning of the record at no additional cost for all rejections 20% of the cost quoted for that type of record 	Beyond 2% rejection per location per month
12.	Rejection in Quality Check by BARTI in Digitization	99% of records must be accepted and approved per month	<ul style="list-style-type: none"> Re-data entry of the record at no additional cost 20% of the cost quoted for that type of record Beyond 10% rejection, complete 	Beyond 5% rejection per location per month

Sl.	Service Parameter	Performance Level	Penalty	Breach Level (Beyond Performance Level)
			batch Detailed data entry to be done again	
13.	Delay in return of records back to the Caste Certificate Scrutiny official	The records must be returned within 2 working days after the record passed through the QC of BARTI	Rs. 25,000 per batch per day delayed beyond 2 working days	Beyond 7 working days delayed
14.	Breakdown of Desktop, Scanner, Digital Camera etc.	Must be repaired within 2 working days	Rs. 1000 per working day delayed	Beyond 15 working days per such hardware not repaired
15.	Connectivity issues	Connectivity shall be up 99.9% times	Rs. 1000 per day with connectivity down	Beyond 7 working days of connectivity down
16.	Change in location designated for Data Entry without prior approval from BARTI	NA	Rs. 100000 per location change each time	NA

*- Breach Level is performance level, beyond which the EMD may be forfeited and Lol withdrawn or PBG may be forfeited and contract cancelled as applicable.

Annexure VI: Draft Non-Disclosure Agreement

NON-DISCLOSURE AGREEMENT

(To be signed on Rupees 100/- non-judicial Stamp Paper)

[The Non-Disclosure Agreement needs to be signed by authorized person/s of Successful Bidder to get access to all the confidential documents and records.]

This Agreement is made on _____ day of _____ 2017 between the Dr. Babasaheb Ambedkar Research & Training Institute, BARTI Pune, having its office at 28, Queen's Gardens, Camp, Pune 411001 hereinafter called "BARTI", if any which expression shall unless repugnant to the subject or the context mean and included its successor, nominees or assigns and M/s _____ a company incorporated under the Indian Companies act, 1956 / Partnership Firm registered under Partnership Act 1932 / LLP firm under LLP provisions 2008/Lead bidder of Consortium, and having its registered office at _____ herein after called "Successful Bidder" which expression shall unless repugnant to the subject or the context mean and include its successors, nominees or assigns.

WHEREAS

1. the "Dr. Babasaheb Ambedkar Research and Training Institute, Pune (BARTI)" has invited various organizations to propose for the "Request for Proposal for Selection of Service Provider for the Scanning & Digitization of Records of Caste Certificate Scrutiny Committees of Maharashtra, Department of Social Justice & Special Assistance, Govt. of Maharashtra" (hereinafter called the "Project") of the BARTI;
2. the Successful Bidder, having represented to the "BARTI" that it is interested to bid for the proposed Project,
3. In connection with the "Project", the BARTI agrees to provide to the Successful Bidder various confidential documents, including the application files of Caste Validity Certificate, access to various physical records to be scanned and digitized, access to the software with scanned images and digitized data of the said records etc. and any other information needed to be disclosed in association with the Project. The said information to which the Successful bidder will have access to, contains highly classified and confidential information. The information is to be protected from unauthorized use and disclosure, by Successful Bidder and any and all the persons working with and for Successful Bidder throughout the contract period.

The BARTI and the Successful Bidder and all the persons working with and for the Successful Bidder (together hereinafter called as "Successful Bidder") agrees as follows:

- A. The Successful Bidder and any and all the persons to whom the Information is disclosed shall:

1. Hold such Information in confidence with the same degree of care with which the Successful Bidder protects its own confidential and proprietary information;
2. Restrict disclosure of the Information solely to its employees, agents and contractors with a need to know such Information and advise those persons of their obligations hereunder with respect to such Information;
3. Submit duly signed NDA with its said employees, agents and contractors;
4. Use the Information only as needed for the purpose of the Project;
5. Except for the said purpose of the Project, not copy or otherwise duplicate such Information or knowingly allow anyone else to copy or otherwise duplicate such Information whether physical or digital under any circumstances; and
6. Not take out any information out of the Caste Certificate Scrutiny Committee premises or BARTI approved premises through any means.

B. The Successful Bidder shall have no obligation to preserve the confidential or proprietary nature of any Information which:

1. Was previously known to the Successful Bidder free of any obligation to keep it confidential at the time of its disclosure as evidenced by the Successful Bidder's written records prepared prior to such disclosure; or
2. Is or becomes publicly known through no wrongful act of the Successful Bidder; or
3. Is independently developed by an employee, agent or contractor of the Successful Bidder not associated with the Project and who did not have any direct or indirect access to the Information.

C. The Agreement shall apply to all Information, documents, records and registers relating to the Project disclosed by the BARTI to the Successful Bidder under this Agreement.

D. Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise, to the Successful Bidder, in any of the Information.

E. This Agreement shall benefit and be binding upon the BARTI and the Successful Bidder and their employees, respective subsidiaries, affiliates, successors and assigns.

F. This Agreement shall be governed by and construed in accordance with the Indian laws in jurisdiction of Mumbai only.

Sincerely,

(Signature of the person/s working for and with the Successful Bidder)

Name:

Designation:

Date:

Place:

In Witness of (Authorized Signatory on behalf of Successful Bidder)

Name:

Designation:

Seal:

Date:

Place:

For and on behalf of Dr. Babasaheb Ambedkar Research and Training Institute, Pune

Name:

Designation:

Seal:

Date:

Place:

Annexure VII: Format for Anti-Collusion Certificate

(TO BE SUBMITTED ON THE LETTERHEAD OF THE BIDDER, DULY SIGNED BY THE
AUTHORISED SIGNATORY)

Anti-Collusion Certificate

We hereby certify and confirm that in the preparation and submission of this Proposal, we have not acted in concert or in collusion with any other Bidder or other person/s and also not done any act, deed or thing which is or could be regarded as anti-competitive.

We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or agency in connection with the instant Proposal.

Dated this _____ Day of _____, 201__

Name of the Bidder _____

Signature of the Authorized Person _____

Name of the Authorized Person _____

Annexure VIII: Self Declaration

(To be executed on Non-judicial stamp paper of relevant value)

M/s_____ (name and registered office address of the company)
acting through _____ (name and address of the authorized representative
of the Bidder), do hereby solemnly affirm and undertake as under;

1. That the infrastructure required and necessary for carrying out the work as prescribed under the scope of the RFP document shall be made operational within the period stipulated in the RFP document.
2. That I / We shall appoint the requisite manpower with necessary qualifications and experience as stipulated in the RFP.
3. That I, shall implement the project myself and shall not franchise / sublet / subcontract it, if awarded to me.
4. That I / We shall comply with, and observe at all times, the terms and conditions of the RFP document and with the direction and orders issued by the Director General or BARTI from time to time.
5. That I / We hereby certify that the proposal submitted by us is non-conditional and is without any deviation from the RFP requirements.
6. That all the statements, submissions made by me / us and the documents submitted by me / us are genuine to the best of my / our knowledge and that the same reflects the facts as on the date.
7. That I / We shall ensure that the key staff deployed (as identified by BARTI at the start of project execution) for the Project shall formally sign the Non-disclosure Agreement in the format specified by BARTI and further shall comply with all the requirements of Information Technology Act 2000 (ITA-2000) of Government of India, IT (Amendment) Act 2008 and any such amendments from time to time.
8. I / We shall ensure that all the software, hardware and networking components provided and deployed by us for the project shall be as described in the RFP document.

I / We understand that failure to do so may result in forfeiture of EMD and / or withdrawal of LOI.

SEAL, SIGNATURE & STAMP OF BIDDER / AUTHORISED SIGNATORY

Dated:

Place:

Annexure IX: Format for Financials from Statutory Auditors of the bidder

a) Format for Financials from Statutory Auditors of the bidder

<On a letter head of Statutory Auditors of the bidder>

This is to certify that <Bidder name> having its registered office at _____ have total turnover, turnover from Scanning and Digitization business and Turnover from Scanning and Digitization business from Government / PSU etc. and Net worth as on 31st March 2017 (to be calculated as per guidelines of Companies Act 1956, as amended from time to time, including tangible and excluding intellectual property) required as per clause 16 under "Instructions to Bidders of Tender Number _____ for previous three financial years ending 31st March 2016 2017 and 2018, as under:

Financial Year	Total Turnover	Turnover from Scanning and Digitization Business	Turnover from Scanning and Digitization projects, for Central/State Government Organization (PSU / Local Bodies / Government Departments / Nationalized Banks)	Net Worth calculated as per guidelines of Companies Act 1956, as amended from time to time, including tangible and excluding intellectual property
			Rupees in Crore	
2015-16 (Audited)				
2016-17 (Audited)				
2017-18 (Audited)				
Average turnover for last three financial years				

Authorized Signatory:

Name:

Designation:

Membership Number:

Place:

Date:

Stamp:

b) Format for Technical Qualification Criteria

(To be executed on **Non-judicial stamp paper** of relevant value)

M/s _____ (name and registered office address of Bidder) acting through _____ (name and address of the authorized representative of the Bidder), do hereby solemnly affirm and undertake as under;

#	Project Name / Client Name	Name of authorized person from Client	Email ID and Contact Number of Authorized person	Total Pages Scanned	Records for Data entry	Number of Characters / Field entered per record	Total Location	Name of Districts in one State
Eg.	ABC Department	Mr. Abc Xyz	abc@xyz.com 022 XXXXXXXX +91 XXXXXXXXXX	35 Lakhs Pages	25 Lakh Records	220 Characters/10 fields	40	<u>Maharashtra:</u> Mumbai City Mumbai Suburban Nashik Pune Nagpur
1								
2								
3								
4								

I / We declare that all the above information is correct and best of my / our knowledge. I / We understand that the BARTI may cross verify any and all information provided above and any false representation, or false information provided may be liable for action as deem fit to the BARTI under relevant act / rules including but not limited to disqualification of Bid / withdrawal of Lol and forfeiture of EMD or Termination of contract and PBG forfeited, whichever is applicable.

SEAL, SIGNATURE & STAMP OF BIDDER / AUTHORISED SIGNATORY

Dated:

Place:

Annexure X: Undertaking for opening Project Head office in Pune

<< To be printed on Bidder Company's Letter Head and Signed by Authorized Signatory>>

No.

Date:

To:

Director General,
Dr. Babasaheb Ambedkar Research and Training Institute, Pune
28, Queen's Gardens, Camp,
Pune 411001

Sub: RFP for Selection of Service Provider for Scanning & Digitization of Records of Caste Certificate Scrutiny Committees of Maharashtra, Department of Social Justice & Special Assistance, Govt. of Maharashtra – Undertaking for opening Project Head office in Maharashtra

Ref: RFP No.: _____ **Dated** _____

We confirm that we, <Name of Bidder> as on date of submission of the proposal for "Selection of Service Provider for Scanning & Digitization of Records of Caste Certificate Scrutiny Committees of Maharashtra, Department of Social Justice & Special Assistance, Govt. of Maharashtra"– Undertaking for opening Project Head Office in Pune, shall open Project Head Office in Pune within two weeks from the date of Letter of Acceptance and keep it operational for entire contract period.

Such project head office shall have dedicated technical & maintenance staff to serve the project for entire duration. Also staff appointed at project head office shall be as per requirements given in [Annexure X](#) of the RFP document No. _____.

Sincerely,

(Signature of the Authorized signatory of the Bidder)

Name:

Designation:

Seal:

Date:

Place:

Business Address:

Annexure XI: Commercial Bids Format & Instructions

The Bidder has to submit commercial strictly as per the format available online (on <https://maharashtra.etenders.in> or <https://swd.maharashtra.etenders.in> ONLY. This table is for reference and shall not form part of the technical bid.

If any technical bid submitted along with commercials shall be liable for rejection.

Details to be filled up for price bid are as follows:

— DMS Rates

Sr. No.	Item	Total commercial exclusive of all taxes
1	One time cost for Configuration and Customization of DMS along with Perpetual Enterprise License	
2	Total Annual Maintenance Cost (AMC) for 3 years from the date of completion of Scanning & Digitization activity	
	DMS Total	

— Scanning Rates

Sr. No.	Item	Total commercial exclusive of all taxes
1	Scanning rate per page of Legal/A4 and below size document	
2	Digitization rate per field	

Note:

- ❖ All the prices are to be entered in Indian Rupees ONLY
- ❖ Prices indicated in the schedules shall be exclusive of all taxes, Levies, duties etc. in Indian Rupees only.
- ❖ During the payment stage, BARTI reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
- ❖ All the prices are to be entered in Indian Rupees ONLY.
- ❖ The Bidder needs to account for all Out of Pocket expenses due to Boarding, Lodging and other related items. No additional/separate payment shall be made regarding the same.
- ❖ For the purpose of evaluation of Commercial Bids, BARTI shall make appropriate assumptions to arrive at a common bid price for all the Bidders. This however shall have no co-relation with the Contract value or actual payment to be made to the Bidder.
- ❖ The Contract Price shall be firm and not subject to any alteration.
- ❖ The Bidder shall be deemed to have satisfied itself as to the correctness and sufficiency of the contract price, which shall, except as otherwise provided for in the contract, cover all its obligations under the contract.