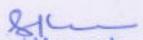


**Request for Proposal  
For  
Document Management & File Tracking  
System**

For Punjab Municipal Infrastructure  
Development Company

  
(General Manager)

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For Punjab Municipal Infrastructure  
Development Company

  
(General Manager)

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## INVITATION TO BIDDERS / IMPORTANT DATES

PMIDC invites proposals from established, reputed and reliable Solution Providers/consortium for the Design, Development, Implementation, Maintenance and support of Document Management, File Tracking System and Dak Management. More details on the scope of work and services expected from the Bidder are provided in the Scope of Work and Technical Compliance Section.

The bidders are advised to study the tender document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications. This section provides general information about the Issuer, important dates and addresses and the overall eligibility criteria for the bidders.

1. Issuer

Punjab Municipal Infrastructure Development Company (PMIDC)

2. Contact Person

Radesh Kalra, General Manager, PMIDC

3. Address for Bid Submission and Correspondence

Punjab Municipal Infrastructure Development Company (PMIDC)

SCO : 89 - 90, Sector 34A, Chandigarh - 160022, India

Phone : +91 172 4020101, 103-108 Website:- [www.pmidc.punjab.gov.in](http://www.pmidc.punjab.gov.in)

Email:- [gmpmidc@gmail.com](mailto:gmpmidc@gmail.com)

### IMPORTANT DATES

Event	Target Date
Sale of tender document	03-11-2014
Pre-Bid Meeting	20-11-2014
Last date to send in requests for clarifications on the tender	14-11-2014
Last date for submission of bids	19-12-2014
Declaration of eligible bidders for commercial bid evaluation	To be intimated.
Opening of commercial bids	To be intimated.

For Punjab Municipal Infrastructure  
Development Company

  
(General Manager)

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## SECTION I - ELIGIBILITY CRITERIA

The bidder must possess the requisite experience, strength and capabilities in providing the services necessary to meet the requirements, as described in the tender documents. The bidder must also possess the technical know-how and the financial strength that would be required to successfully provide the Document Management , File Tracking System and Dak Management and support and digitization services sought by the PMIDC, for the entire period of the contract. The bid must be complete in all respect and should cover the entire scope of work as stipulated in the Tender document. It is expected that a consortium of Companies may also bid for the project. The number of parties forming a consortium shall not exceed three (including the Prime Bidder). The invitation to bid is open to all bidders who qualify the eligibility criteria as given below:

Sr. No.	Eligibility Criteria	Supportive documents
•	The bidder can be an OEM or SI or Consortium Partner. In case of Consortium Partner, one of the members of the consortium should act as the prime bidder and termed as bidder hereafter.	Self attested certificate
•	The bidder should have a minimum turnover of INR 5 (Five) Crores per annum for the past 3 financial years i.e. 2014 – 2013 and 2012 – 2013 and 2011-2012 The bidder should not have incurred losses during the last three financial years.	Audited Balance Sheets for financial years , 2014 – 2013 2012 – 2013 and 2011 – 2012
•	The bidder of the products offered should have at least SEI CMMI Level 3 certifications.	SEI CMM Level 3 Certificate
•	The bidder of the proposed product should have a development centre and R&D facility in India with at least 500 employees. It should also have support/branch office at Chandigarh.	Self attested certification
•	All out of the box specifications complied to by the bidder should be demonstrated during bid evaluation, if sought by the purchaser.	Self attested certificate
•	In case of SI or Consortium Partner, undertaking from OEM for end to end delivery shall be furnished.	Refer to Manufacturer's Authorisation Form in Section VII.
•	The proposed software shall be implemented by the bidder or consortium partner (if applicable) only. No outsourcing of implementation services is allowed.	Bidder has to give an undertaking on its letter head for the same
•	All Scanning, DMS and BPM (Workflow) product proposed should be from a single OEM only.	Provide OEM Certification
•	The DMS, File Tracking System and Dak Management software product offered should have been implemented in at least 5 Govt. organizations in India during last 5 years.	POs for all mentioned references or letters from customer acknowledging the solution implementation. In case, bidder has singed NDA on confidentiality, reference letters from customers and UAT completion certificates

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*For Pimpri Municipal Infrastructure  
Development Company*

*[Signature]*  
(General Manager)

Sr. No.	Eligibility Criteria	Supportive documents
		may be submitted.
•	The proposed DMS software should have been implemented in at least 2 organisation with over 25 Thousand documents in the repository	POs for all mentioned references or letters from customer acknowledging the solution implementation
•	The proposed DMS & BPM (workflow) software product should be available on multiple platforms (Windows, UNIX and LINUX) on the server side in virtualized and non virtualized environment.	Supporting document to this effect should be enclosed
•	The proposed software product should be available on multiple database platforms (MS SQL, Oracle, and Postgre SQL).	Supporting document to this effect should be enclosed for each platform

## SECTION II - BACKGROUND

### PMIDC & Brief introduction

The Government of Punjab in the Department of Local Government had constituted PMIDC in year 2009 as a nonprofit making company under section 25 of the Companies Act, 1956 with an objective to uplift the living standards of urban population including urban poor in the State of Punjab by assisting in and facilitating the implementation of urban infrastructure projects of urban local bodies & other agencies, to facilitate augmenting their resources including but not limited to through pooled manner and implement the Govt. of India schemes.

In an effort to efficiently manage documents / files and to make use of latest technologies, PMIDC is looking solution for its headquarter for digitization of existing physical files, archiving them in the secured document management system repository, managing the lifecycle of documents and automating the internal movement of files and DAK.

This will help in efficiently utilizing the physical space, reducing the file retrieval time and efficiently monitoring & tracking of files. The system can also be scaled up to cover documents from other departments.

The objectives from the expected solution include

- Scanning and indexing of existing file
- Exporting of the digitized documents to the document management system for secured and long term archival

- Managing complete lifecycle of file by imposing various retention and disposition policies
- Tracking the location of physical file in the record management facility
- Search capability through predefined search parameters, Date range, keywords etc from the document management system
- Automation of internal processes of file movement & tracking, DAK movement & tracking, Note sheet approval process etc

The projected benefits from the solution include

- Efficiently utilizing office space required to house physical files by storing the files in digitized format
- Instant access of file / documents
- Protection of files / documents against natural disaster, fire etc
- Eliminating the need to refer to or to move paper files for normal work processes
- Storing and routing documents electronically and eliminating paper file management tasks
- Powerful file tracking mechanism
- Better compliance to regulatory requirements
- Saving of Cost associated with paper movement(photocopy etc)
- Mitigation of security risks associated with physical movement of paper/files in administrative offices

### SECTION III - SCOPE OF WORK

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**Purpose:** Design, Development, Implementation, Maintenance and support of Document Management system and Office Automation system for file movement & tracking, DAK management and approval workflows.

The minimum specified work to be undertaken as a part of the project has been categorized as under following categories:

1. Implementation of Document Management System for archival and management scanned documents in secure environment with web based interfaces for restricted searching and viewing of documents from anywhere at any time
2. Office Automation including File Management and DAK Management. It should be built using Document Management and Business Process Management as a platform and should comply with the Manual of Office Procedure (MOP), issued by Punjab Govt. It

should use Business Process Management platform for designing and deploying various workflow processes.

3. Implementation of Record Management System for managing complete lifecycle of the document, physical location tracking of the documents / records
4. Digitization of Historical Data- 25000 pages (approx) with following attributes: Documents are in loose state, A4, A3, A0 Type document, 50 pages in each document/ file on average, Scanning will be done at single location.
5. Maintenance and support for at least 3 years including warranty

If, required, PMIDC may also go in for trained personnel from the bidder to assist in the daily operations for a pre-agreed period in the area of digitization.

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#### DOCUMENTATION

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All documentation generated during design, installation and commissioning phase shall be made available to the Department. Indicative list of documents include:

- **Project Commencement:** Project Plan in preferably MS Power Point or any other appropriate MS Office applications giving out micro level (L2/L3 level) activities with milestones & deadlines
- **Delivery of Material:** Original Manuals from OEMs.
- **Training:** Training Material will be provided which will include the presentations used for trainings and also the required relevant documents for the topics being covered for the number of person indicated hereinafter.
- **User and Administrative manuals:** The bidder shall be responsible for providing the same to the department in two copies both in soft and hard format.

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#### TRAINING REQUIREMENTS

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The Bidder is responsible to provide a minimum of 5 days Training to at least 30 officials on the usage of the system

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#### FUNCTIONAL REQUIREMENTS

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A suggestive list of various important modules is provided below. Detail requirements of each of the module are specified in the technical specification sheet.

**OFFICE AUTOMATION:** Day to day activities and operations in government offices are governed by the Manual of Office Procedures, issued by Punjab Govt. Some of these critical operations include:

- Correspondence Management (DAK Management in Indian Context)

- File Movement and Tracking
- Archival and Retrieval of Files / Documents
- Office Note Approval Process

The objective is to automate all these critical activities and ensures complete integrity and security of documents.

It shall ensure that files dealing with any subject in any department are processed in a similar manner. This includes creating e-File and moving it, Monitoring File and Tracking, Generating Order and Maintaining record room for Files and Correspondences. It should also support integration with Barcode technology for printing the barcode from within the application to be pasted on the physical file. This will facilitate the tracking of physical files in case file move physically and not kept in digitized format in DMS. It should also auto generate and maintain file registers, file movement register / slip etc

**DOCUMENT MANAGEMENT:** Document Management System will act central repository for all files, documents, Notes, contents etc The Document Management shall have provision to track life cycle of business objects, Creation of Logical Folders, organization of the documents into these folders viz., Acts, Government Orders, Statutes, Files, PUC, Indexing of the Documents – by date, by subject, by sub subject codes, Association of Keywords to the files – GO Content, Act Codes, Subject Codes. User Management, defining the access control list, security features, version control functionality shall also come from the Document Management System.

**BUSINESS PROCESS MANAGEMENT:** The BPM Module shall be used as a platform for automating typical processes and online workflows of the department. Online workflows for document approval must be easy to design/modify at every stage of document creation. Flexible and easy to design Document workflow process for approvals at every stage of the document creation. Access Control, version control, comments, tracking changes etc should be editable and maintained in the whole document approval process. The system should empower user with a tool to graphically design the workflows. It should also contain the inbuilt Form Designer to design basic forms for capturing workflow related data. There should be a provision for Ad-Hoc, sequential and parallel routing.

It should also have monitoring tool to check the real time status of the work item.

#### OTHER FEATURES

##### ACCESS CONTROLS

The Access Controls shall provide controls for work processing at user level, subject level, designation level and field level and ensures that only the relevant information at the relevant level is available to relevant users at relevant times.

##### DASHBOARD

There should be a provision for Dashboard in the form of Business Activity Monitoring tool to provide a proactive Executive Information System in the form of visual alerts. The threshold for the alerts can be personalized according to the user's preference. This is mainly provided for the senior officers for monitoring the health of the work, projects and taking proactive action on appropriate time. System shall allow user to create highly configurable monitoring and reporting

dashboards for different stakeholders across all levels. Dashboards shall display information in real time. Dashboards shall also support the drill down data to get exact information.

#### MIS

MIS shall present the analysis of day-to-day activities of a department such as files, correspondences on various dimensions such as time period, department/ division/ section, subject, person, etc. Reports can be generated which help in measuring the efficiency in the file disposal and tracking the productivity.

#### USER INTERFACE

The proposed system components should be simple to use. The total set of functionalities must be uniform in their User interface, being consistent in their use and meaning of keystrokes and sequences and in their visual presentations to the User. The User interface should be graphical (i.e. GUI) in nature.

#### PERSONALIZATION

Users of the system should be able to organize the Knowledge Bank with personal requirements for information delivery.

The System should provide an online Dashboard, which enables monitoring of work related to their Sections/Departments. Users should also be able to organize their Dashboard with personal requirements and indicators for information statistics.

All the applications should be logically grouped so as to enable access to the relevant group of users.

#### SECURITY

An appropriate security mechanism should be provided to ensure security at various levels like:

- Functional level
- User group/class level
- Transaction type level

The bidder must clearly propose access controls for system, which ensures that:

- Only authorized personnel are allowed to access the system;
- Access being restricted via the use of user names/identifications and associated password.
- Access to each application is restricted to specified authorized users

#### TECHNICAL REQUIREMENTS

- Project is expected to make a significant contribution to the evolution of various technical standards governing implementation of IT projects within the Government. It is expected that open standards would be adopted wherever possible. System shall comply to WFMC, BPMN, BPEL, WebDAV, ODMA standards and document archival standard such as PDF/A.
- The system should be completely scalable both horizontally and vertically to

- accommodate the changing user numbers and data volumes.
- The system should support at least 25 concurrent users for each module and system should have provision for at least 100 user accounts.
  - Should be on web based multi-tiered architecture
  - Scalable architecture to support clustering at each layer i.e., Web Server, Application Server and Database for fault tolerance & load balancing
  - Should have been built on a J2EE
  - Support for interoperability with cross platforms specifically Windows and Linux
  - The proposed system should have Out of the box integration capability with popular MS Office Software. No third party add-ons should be used to meet such functionalities.
  - Support SSL
  - A single sign-on to the application should provide basic access to the fundamental functionalities / modules
  - The product should support integration with existing e-mail (MS Exchange) and fax integration
  - Support Alert Mechanisms through integration with email, SMS (Reminders, Notifications)

## SECTION IV - INSTRUCTIONS TO BIDDERS

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### 1. DEFINITIONS

In this document, the following terms shall have following respective meanings:

1. **"Acceptance Test Document"** means a mutually agreed document, which defines procedures for Acceptance testing against requirements laid down in the Agreement.
2. **"Affiliate"** shall mean any holding company or subsidiary company of a part to the Agreement or any company, which is subsidiary of such a holding company. The expressions "holding company" and "subsidiary company" shall have the meaning specified in section 4 of the Companies Act 1956 (as amended from time to time).
3. **"Agreement"** means the Agreement to be signed between the successful bidder and PMIDC including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the Tender Document, the bid offer, the acceptance and all related correspondences, clarifications, presentations.
4. **"Authorized Representative"** shall mean any person authorized by either of the parties.
5. **"Bidder"** means any firm offering the solution(s), service(s) and /or materials required in the Tender Document. The word Bidder when used in the pre award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder with whom PMIDC signs the agreement for rendering of services for **PMIDC Document Management and Office Automation project**
6. **"Contract"** is used synonymously with Agreement.

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*For Punjab Municipal Infrastructure Development Company*  
*(General Manager)*

7. "**Corrupt Practice**" means the offering, giving, receiving or soliciting of anything of value or influence the action of an official in the process of Contract execution.
8. "**Default Notice**" shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.
9. "**Fraudulent Practice**" means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the PMIDC of the benefits of free and open competition.
10. "**Good Industry Practice**" shall mean the exercise of that degree of skill, diligence and prudence which would reasonably and ordinarily be expected from a reasonably skilled and experienced Bidder engaged in the same type of undertaking under the same or similar circumstances.
11. "**Guaranteed Revenue**" means the rate payable to the Bidder under the Agreement for the performance of the Bidder's Contractual obligations.
12. "**Implementation Period**" shall mean the period from the date of signing of the Agreement and upto the issuance of Acceptance Certificate.
13. "**Law**" shall mean any Act, notification, bye law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government or any other Government or regulatory authority or political subdivision of government agency.
14. "**LOI**" means issuing of Letter of Intent which shall constitute the intention of the Tenderer to place the Purchase Order with the successful bidder.
15. "**Bidder**" means the company providing the services under Agreement.
16. "**Proposal**" means the Eligibility Criterion & Product Specification Proposal and the Financial Proposal.
17. "**Request for Proposal (Tender Document)**", means the detailed notification seeking a set of solution(s), services(s), materials and/or any combination of them.
18. "**Requirements**" shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the Tender Document.
19. "**Termination Notice**" means the written notice of termination of the Agreement issued by one Party to the other in terms hereof.

## 2. BID DOCUMENTS

Bidder is expected to examine all instructions, forms, terms, and requirements in the bid document. Failure to furnish all information required by the bid document or submit a Bid not substantially responsive to the bid document in every respect may result in the rejection of the Bid. The bids should be submitted in two parts as mentioned hereunder on or before 25/11/2014.

### PREQUALIFICATION AND ELIGIBILITY CRITERION OF THE BID

#### PREQUALIFICATION & PRODUCT SPECIFICATIONS

- Pre-qualification document as per eligibility criteria specified under Section -1 & Product Specification mentioned in Section 5 along with the following documentations:
  1. A certification that the period of validity of bids is 180 days from the last date of submission of bid.
  2. The profile of the bidder
  3. Audited annual financial results (balance sheet and profit & loss statement showing that the bidder/lead bidder has a turnover of Rs 5 Cr from business in India of the bidder for the last three financial years.
  4. list of major clients with relevant government references
  5. A copy of the Tender Document, all pages duly signed by the authorized signatory towards acceptance of the terms and conditions of the Tender Document.

#### PRODUCT SPECIFICATIONS

- a. Bid particulars
- b. Bid letter
- c. Proposed Technical Solution, details of solution, workflow
- d. Un-priced Bill of Material (BOM)
- e. Proposed Project Plan and Implementation Schedule
- f. Team Structure & Composition
- g. Training Plan

#### COMMERCIAL BID

- h. Bid letter
- i. Bid particulars including priced Bill of Material (BOM)

### **3. AMENDMENT OF BID DOCUMENTS**

The amendments in any of the terms and conditions including technical specifications of this Tender Document will be notified by publishing it on its official website [www.pmidc.punjab.gov.in](http://www.pmidc.punjab.gov.in) and will be binding on them, it is therefore all bidders are required to regularly visit official website of the PMIDC. Further PMIDC, May also try to intimate these in writing either through post or by fax or by email to all prospective bidders who have purchased the tender documents and will be binding on them.

### **4. COST OF BIDDING**

The Bidder shall bear all costs associated with the preparation and submission of its Proposal, including the cost of presentation for the purposes of clarification of the bid, if so desired by the PMIDC, The department will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bid process.

### **5. BID SECURITY I.E. EARNEST MONEY DEPOSIT (EMD) OF RS. FIFTY THOUSAND ONLY (RS. 50000 ONLY)**

- a) The Bid security shall be in Indian rupees (INR) and shall be a Demand Draft issued by a nationalized or a scheduled bank in India. No interest shall be payable on Bid Security under any circumstance.
- b) Unsuccessful Bidder's Bid security shall be discharged or returned within sixty (60) days after the expiration of the period of Bid validity prescribed by PMIDC
- c) The successful Bidder's Bid security shall be discharged upon the Bidder signing the Agreement.
- d) The Bid security will be forfeited at the discretion of PMIDC on account of one or more of the following reasons:
  - o The Bidder withdraws their Bid during the period of Bid validity
  - o Bidder does not respond to requests for clarification of their Bid
  - o Bidder fails to co-operate in the Bid evaluation process, and
- e) In case of a successful Bidder, the said Bidder fails :
  - o To furnish Performance Bond Guarantee equivalent to 10% of total contract value valid for 3 years.
  - o to sign the Agreement in time

### **6. BID PRICES**

- a) The Price Bid as prescribed should be filled up and sealed along with enclosures in a separate cover super scribed as "Price Bid – Envelop 2, Tender No : 1 Due on 25.11.2014".
- b) The prices quoted by the bidder shall be in sufficient detail to enable the PMIDC to arrive at the price of the application

- c) The covers received without superscription are liable for rejection. The tenders not submitted as specified above will be summarily rejected.
- d) If any or all of the information asked in the Tender Document are not available in the Commercial Proposal the bid is liable for rejection.

## 7. DISCOUNTS

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The Bidders are informed that discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purposes.

## 8. BID VALIDITY

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The bids shall remain valid for a period of 180 days from the last date of submission of tender.

## 9. SUBMISSION OF PROPOSALS

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- a) All the proposals will have to be submitted in hard bound form with all pages numbered. It should also have an index giving page wise information of above documents. Incomplete proposal will summarily be rejected.
- b) No bid will be considered unless and until each page of the bid document is duly signed by the authorized signatory
- c) Prices should not be indicated anywhere except the Financial Bid.
- d) All the columns of the quotation form shall be duly, properly and exhaustively filled in. The rates and units shall not be overwritten. Rates shall always be both in the figures and words.
- e) The proposals shall be submitted in two parts, viz.,
  - o Envelope - 1: Pre- qualification documents super scribed as "Envelope 1- Pre-qualification Documents" containing EMD, Pre- qualification documents complete with all details & SECTION V - Technical Compliance Sheet, there should not be any indication about the prices of any of the products offered.
  - o Envelope-2: Commercial Proposal containing Price Schedule super scribed as "Price Bid – Envelope 2, Tender No: 1 Due on 25.11.2014".
- f) Both the sealed envelopes should again be placed in a single sealed envelope super scribed as "Document Management and Office Automation" Tender No 1, Bid from: \_\_\_\_\_) which will be received in the office of PMIDC up to the due date and time mentioned in the Important Dates section on page no. 3 of this document.

## 10. LANGUAGE

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The Bids and all correspondence and documents relating to the bids, shall be written in the English language.

## **11. LATE BIDS**

Any bid received by the PMIDC after the due time and date for receipt of bids prescribed in the Tender Document can be summarily rejected and returned unopened to the Bidder.

## **12. MODIFICATION AND WITHDRAWAL OF BIDS**

- a) The Bidder is allowed to modify or withdraw its submitted bid any time prior to the last date prescribed for receipt of bids, by giving a written notice to the PMIDC
- b) Subsequent to the last date for receipt of bids, no modification of bids shall be allowed.
- c) The Bidders cannot withdraw the bid in the interval between the last date for receipt of bids and the expiry of the bid validity period specified in the Bid. Such withdrawal may result in the forfeiture of its EMD from the Bidder.

## **13. BID FORMS**

- a. Wherever a specific form is prescribed in the Bid document, the Bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information.
- b. For all other cases, the Bidder shall design a form to hold the required information.

## **14. CONTACTING THE PMIDC**

- a) Any effort by a Bidder influencing the PMIDC bid evaluation, bid comparison or contract award decisions may result in the rejection of the bid.
- b) Bidder shall not approach PMIDC officers after office hours and/or outside office premises, from the time of the bid opening till the time the Contract is awarded.

## **15. OPENING OF PROPOSAL**

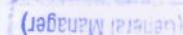
First, the envelope containing pre-qualification will be opened and if found that the bidder meets the eligibility criteria and has furnished all the documents in the prescribed manner, then the second envelope containing Commercial Proposal shall be opened. The timing for opening the bids will be at the sole discretion of PMIDC. The commercial bid would be opened in presence of short listed bidders. PMIDC or its authorized representative will open the tenders. Sequence of opening shall be as follows:

- o Pre-qualification & Eligibility criterion Bid.
- o Commercial Proposals

For Punjab Municipal Infrastructure  
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(General Manager)



## 16. EVALUATION

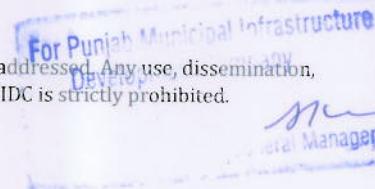
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An evaluation team of PMIDC will evaluate the bids as per the following pattern.

- a) Conditional bids shall be summarily rejected. The bidder should quote only one solution.
- b) Evaluation committee will examine the bids to determine whether they are complete, whether any computational errors have been made, and whether the bids are generally in order.
- c) Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Bidder does not accept the correction of the errors, his bid will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.
- d) The PMIDC may conduct clarification meetings with each or any bidder to discuss any matters, technical or otherwise.
- e) Further, the scope of the evaluation committee also covers taking of any decision with regard to the Tender Document, execution/ implementation of the project including management period.
- f) Bid shall be opened in the presence of bidders representatives who intend to attend at their cost. The bidders' representatives who are present shall sign a register evidencing their attendance.
- g) Bid document shall be evaluated as per the following steps.
  - a. PRELIMINARY EXAMINATION OF PRE-QUALIFICATION DOCUMENTS: The Pre-qualification document will be examined to determine whether the bidder meets the eligibility criteria, completeness of the bid, whether the documents have been properly signed and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting the minimum levels of the performance or eligibility criteria specified in the various sections of this Tender Document will be rejected and not included for further consideration.
  - b. EVALUATION OF DOCUMENT: A detailed evaluation of the bids shall be carried out in order to determine whether the bidders are competent enough with all the aspects and are substantially responsive to the requirements set forth in the Tender Document. Bids received would be assigned scores based on the parameters defined in table below.

The information furnished by the Bidder(s) in the bid shall be the basis for this evaluation. In case any of the information is not made available by the bidder sought by the purchaser then purchaser reserves the right to reject the bid. Also note that the Bid evaluation will be carried out prior to opening of any Commercial bids.

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The Bidders whose bids found to be eligible as specified in Section 1 & Section 5 to the requirements of PMIDC shall be qualified for commercial opening and work order will be awarded to the L1 bidder.

#### BID EVALUATION

The bidders whose bids are eligible as per the eligibility criterion mentioned in Section 1 & Section 5 Technical Compliance Sheet of the proposed product will be considered for commercial opening. Any Bidder not meeting the above criteria will not be considered and his commercial quote will not be opened.

#### 17. DECIDING AWARD OF CONTRACT

- a) The PMIDC reserves the right to ask for a technical elaboration/clarification in the form of a technical presentation from the Bidder on the already submitted Proposal at any point of time before opening of the Commercial Proposal. The Bidder shall furnish the required information to PMIDC and its appointed representative on the date asked for, at no cost to the PMIDC. The PMIDC may at its discretion, visit the office of the Bidder any time before the issue of Letter of Award.
- b) PMIDC shall inform those Bidders whose proposals did not meet the eligibility criteria or were considered non-responsive, informing that their Commercial Proposals will be returned unopened after completing the selection process. PMIDC shall simultaneously notify those Bidders who had qualified the Evaluation process as described in this Tender Document, informing the date and time set for opening of Commercial Proposals. The notification may be sent by mail or fax.
- c) The bidder's names, the Bid Prices, the total amount of each bid, and such other details as the Tendering Authority may consider appropriate, will be announced and recorded by the PMIDC at the opening.

#### 18. CONFIDENTIALITY

- a) As used herein, the term "Confidential Information" means any information, including information created by or for the other party, whether written or oral, which relates to internal controls, computer or data processing programs, algorithms, electronic data processing applications, routines, subroutines, techniques or systems, or information concerning the business or financial affairs and methods of operation or proposed methods of operation, accounts, transactions, proposed transactions or security procedures of either party or any of its affiliates, or any client of either party, except such information which is in the public domain at the time of its disclosure or thereafter enters the public domain other than as a result of a breach of duty on the part of the party receiving such information. It is the express intent of the parties that all the business process and methods used by the Bidder in rendering the services hereunder are the Confidential Information of the Bidder.

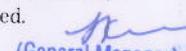
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- b) The Bidder shall keep confidential any information related to this tender with the same degree of care as it would treat its own confidential information. The Bidders shall note that the confidential information will be used only for the purposes of this tender and shall not be disclosed to any third party for any reason whatsoever.
- c) At all times during the performance of the Services, the Bidder shall abide by all applicable security rules, policies, standards, guidelines and procedures. The Bidder should note that before any of its employees or assignees is given access to the Confidential Information, each such employee and assignees shall agree to be bound by the term of this tender and such rules, policies, standards, guidelines and procedures by its employees or agents.
- d) The Bidder should not disclose to any other party and keep confidential the terms and conditions of this Contract agreement, any amendment hereof, and any Attachment or Annexure hereof.
- e) The obligations of confidentiality under this section shall survive rejection of the contract.

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For Punjab Municipal Infrastructure  
Development Company

  
(General Manager)

## SECTION V - Technical Compliance Sheet

Sr. No.	Document Management System	Remarks
<b>Document Capture</b>		
1	Should provide an integrated scanning engine with capability for centralized and decentralized Scanning & Document Capturing. The scanning and document management solution should be from same OEM so as to provide an integrated solution right from capture to archival of documents.	
2	Should have a well-defined capture module for support of document processing, validation, index building, and image enhancements.	
3	Should be able to support the capture of digital records of at least the following formats: <ul style="list-style-type: none"> <li>• Emails and attachments</li> <li>• OCR documents</li> <li>• Images - .tiff, jpeg, gif, PDF etc</li> </ul>	
4	The proposed solution should provide for automatic correction of parameters like format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. during scanning. The scanning solution should provide support for automatic document quality analysis so that any bad quality document doesn't get uploaded to the repository. There should be an independent software quality check service available as part of overall scanning solution which can be used to audit scanned documents for resolution, format/ compression, orientation etc	
5	Support all the special image enhancement functionality offered by the scanner through the driver interface.	
7	Solution shall support Bulk Import of image and electronic documents	
8	Should have capability of automatic segregation of documents/records based on Barcode, Blank page, Fixed page and auto Form recognition	
9	Should have the capability of scanning on Linux platform.	
10	Provide Image processing libraries that support image enhancements such as changing contrast, zoom in/out, cleaning etc and other imaging features like compression and extraction etc.	
11	The scanning interface should have a GUI based template definition module. Proposed system should support centralized management of scanning templates. It should support centralized deployment of scanning templates so that the central user can deploy the scanning templates at multiple locations.	
12	Manual/Automatic Indexing using Barcode, OCR, MICR, CSV data from other applications	
<b>Architecture &amp; Scalability</b>		
1	System should be platform independent and should support both Linux and Windows for application server	
2	Solution should have been built using server side java and J2EE technologies.	
3	Solution should be multi-tier, web-based solution (having web-based front-end for users and as well as for system administrative functions) having centralized database, web and application server with support for clustering	Punjab Municipal Infrastructure Development Company

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4	Solution should be compliant to ODMA, WebDav open source standards	
<b>Archival of Documents</b>		
1	Solution should support storing documents in any type of electronic format including word processing, spreadsheet, and other application file formats.	
2	The System shall provide the standard file hierarchy structure of folders and sub-folders to allow users and groups of users to manage and organize their documents and there should not be any limit on the number of folder and levels of sub folder.	
3	Repository should be format agnostic. The proposed DMS solution be available on multiple platforms (Windows and LINUX).	
4	DMS should be designed for storing high volumes. DMS should store image and binary document in a separate file server and not in RDBMS.	
5	System should support configuration of verification processes for different business types. It should be able to handle multi-user environment for processing files related to different business types. While processing a file, all the data and images for each transaction should be displayed to processing users and processing users should be allowed to accept, reject or send the files for review.	
6	Extensive document and folder level operation such as move / copy, email, download, delete, metadata association etc	
7	System should be highly configurable and should support configuration of custom desktops for each department with each department having their specific searches, repository structure, document verification process, reports. Proposed solution should support configuration of desktops for 10 sub-departments.	
<b>Versioning</b>		
1	Solution should be able to fully support broadly available services used to manage documents independent of applications used to create them. These should include the ability to: <ul style="list-style-type: none"> <li>• Check documents in and out of information repositories; automatically update document version number where a previously "checked-out" document is modified and returned to the document repository;</li> <li>• Prevent more than one person from checking documents out for modification; ensure that only authorized users can perform the above functions;</li> </ul>	
2	The Solution should be capable of maintaining existing document relationships when a new version of one of the related documents is created.	
3	The system shall support the facility to write version comments for each version.	
<b>Document View</b>		
1	The system should have inbuilt Document viewer for viewing images and scanned documents. Electronic Documents like pdf, html, MS office documents should open in the native application.	
2	Viewer should be platform independent and support Linux based browser	
3	The Image applet shall support comprehensive annotation features like highlighting, marking text, underlining, putting sticky notes on documents, and support for text and image stamps etc.	
4	The system shall support automatic stamping of annotations with user name, date and time of putting annotations	
5	The system shall provide facility for securing annotations for selective users	

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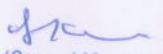
*Jasbir Singh*  
(General Manager)

6	The system shall store annotations as separate file and at no time, the original image shall be changed. The system shall provide facility of taking print outs with or without annotations.	
7	The system should have built in support for rendering and viewing PDF/A document format with support of applying annotation. Annotation should get stored in DMS.	
<b>Indexing</b>		
1	The system shall facilitate manual and automatic indexing using OCR functionality or from other applications.	
2	The System shall support Automatic full text indexing for Text search	
3	Facility to add keywords with documents to act as quick reference for the documents	
<b>Security &amp; Administration</b>		
1	Solution must allow providing an audit capability to log the actions, date & time of actions performed on the objects.	
2	Solution must provide an authentication mechanism which controls access to the system by validating each user (e.g., user-ID/password login) at the start of a session.	
3	Solution must allow the Systems Administrator to set security parameters for failed login attempts.	
4	Solution must support a mechanism for centrally managing access and security controls that may be applied to users, digital records and other entities.	
5	Solution must support the definition of discrete user access groups, adhoc lists of individual users, to control user access to digital records and other entities.	
6	The Solution should be capable of supporting the viewing of all the descriptive fields in the document profile (metadata), in accordance with user's role security/access level.	
7	Solution should have provision for multi level security access for different access categories	
8	Solution should provide LDAP support for integrating with directory services and shall support single sign on	
9	The Admin module shall provide interface for purging old audit trail and do selective logging i.e. select the system or application features for, which the audit trails have to be generated	
10	System should have inbuilt health and monitoring tool for proactive monitoring of application and services.	
11	The system shall support provide support for HTTPS/SSL for secured data transfer and session timeouts.	
12	The System shall support integration with database-based authentication.	
<b>Reminders and Alarms</b>		
1	The system should have the capability to set automatic reminders and alarms to concerned users.	
<b>Search &amp; Retrieval</b>		
1	Solution should allow users to set up a single search request with combinations of metadata and/or record content.	

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(General Manager)

2	Solution should support the configuration of default search options for users.	
3	Solution must allow users to refine and narrow searches within the results of the previous search.	
	<b>Integration</b>	
1	Should be based on open standards and have API support for data import & export.	
2	The System shall provide support to invocation of external programs to perform activities of a process like legacy application screen for data entry.	
3	The System shall support integration based on standards such as XML.	
4	The System shall support message-based collaboration based on protocols such as HTTP, FTP and SMTP.	
5	The System shall support integration with Email Servers.	
6	The System shall provide fully functional APIs for Integration.	
7	The System shall support Web based interfaces.	
	<b>Record Management System</b>	
1	Solution should include DoD certified Records Management component to comply with regulatory and legal policies for long-term archival of content.	
2	Solution should manage lifecycle of documents through record retention, storage, retrieval and destruction policies.	
3	Solution should provide the configurable capability of record classification as per the record keeping structure (File Plan) of department.	
4	Solution should have a provision to define physical location of record management facility.	
5	Solution should have a provision to move & track a record among users within office/across locations.	
6	When record is moved out of the facility, system should have a capability to capture the transport / courier detail	
7	Solution should provide report on the Records in the selected file plan component such as such as number of records present, number of record folder, Record creation date, etc. <ul style="list-style-type: none"> <li>• Report on activities of the selected user</li> <li>• Report on the Request/Return activities</li> <li>• Report on overdue items</li> <li>• Report on items borrowed</li> <li>• Reports on records, whose retention period are getting over in specified time</li> <li>• Reports on disposition schedule</li> </ul>	

<b>BUSINESS PROCESS MANAGEMENT SYSTEM (WORKFLOW ENGINE)</b>	
1	The system shall facilitate re-engineering of processes and act as a platform for building specific application and have a workflow engine to support different types of document routing mechanism including:
2	<b>Sequential routing</b> –Tasks are to be performed one after the other in a sequence

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3	<b>Parallel routing</b> – Tasks can be performed in parallel by splitting the tasks among multiple users and then merging as single composite work item. The system shall support conditional merging of multiple parallel activities i.e. Response from mandatory parallel work stages before it can be forwarded to next stage	
4	<b>Rule based routing</b> - One or another task is to be performed, depending on predefined rules	
5	<b>Ad-hoc routing:</b> Changing the routing sequence by authorized personnel	
<b>Process Designing</b>		
<b>1. Graphical Process Designer</b>		
1	The workflow management system shall support Inbuilt Graphical workflow designer for modeling complex Business Processes using drag and drop facilities.	
2	The Process designer shall provide intuitive interface for designing complex rules and conditions for workflow routing.	
3	The interface shall be easy to use so that Process owners can change the business process as and when required without any programming knowledge.	
4	The system shall enable process designers to design multiple sub-processes. This includes mapping of the existing process instance to the newly created process instance as per mapping defined in the route.	
5	The workflow management system development environment shall provide easy navigation to choose sub-processes as required to be invoked from within a process.	
6	Facility to copy and paste work stages along with all its properties.	
7	Facility to define documents viewed and to be attached at individual stages.	
8	The Process designer shall support multiple Introduction stages for introducing different document types from different acquisition sources	
9	Facility to define multiple archive stages for archive selected documents and indexes in underlying Document management system at any stage of workflow process.	
10	The system shall provide facility to define hold stages so that a particular instance or the workflow can be kept on hold for specified interval on the basis of pre-defined condition. The system shall also provide facility to define conditions for resuming the instance from hold stage.	
11	The system shall allow process designers to design properties for each work stage like default document view, form view or Exception view etc.	
12	The system shall allow users to define entry-level settings like Increase of priority or sending an email trigger on the basis of pre-defined conditions or setting up particular variable or property etc.	
13	The workflow management system shall support the definition of roles and allow many-to-many relationships between users and roles to be defined.	
<b>II. Inbuilt Form Designer</b>		
1	The system shall provide inbuilt facility to design Custom forms that can be attached at one or more stages of workflow.	
2	The Form designer interface shall support facility to define text boxes, Combo boxes, radio buttons, Drop down etc.	
3	The system shall provide facility to define variables in the process or in external database tables, which can be linked to fields defined in the Form for efficient data entry.	 For Pimpri Municipal Infrastructure Development Company (General Manager)

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4	The system shall provide facility to define zones at forms and images, so that relevant part of the image is highlighted for Image assisted data entry.	
5	The system shall support field level calculations at form level	
6	Facility to use scripts for defining field level validations	
<b>IV. Inbuilt Triggers</b>		
1	The system shall provide facility to define custom triggers like Emails, Word template or launching executable etc. on predefined conditions	
2	The system shall provide facility to define custom templates for the triggers with static and dynamic data.	
3	The system shall provide facility to generate event based triggers for automatically sending mails/ fax, generating responses, invoking data form for data entry, communicating from external systems.	
4	The workflow management system shall have email notification to user when the user is not logged on to the workflow management system. Upon receiving the email, the user shall be able to click on the URL in the email to automatically launch the Workflow management system and present the user with the task to act on.	
<b>Process Monitoring and Reporting</b>		
1	The workflow management system shall be able to keep track of the workitem status, the date/time the jobs are started and ended, the creation and archival date of the documents.	
2	The workflow management system shall provide graphical and tabular tools to view progress of each individual process	
3	System shall provide a facility to configure dashboard for individuals for e.g. dashboard for director, <sup>For Punjab Municipal Infrastructure</sup> dashboard for secretary, dash board for Additional Director etc <sup>(General Manager)</sup>	
4	No customization should be required to create dashboard, User should be able to configure dashboard without any coding <sup>(General Manager)</sup>	
5	There should not be any limit on the number of reports that can be created	
6	User shall be able to drill down in a report for specific information analysis	
7	The workflow management system shall support the generation of statistical and management reports like:	
	Number of pending files Time taken to complete each task Process History Report User Performance Report Average Process Time Report Participant Report Participant Processing Time Report Process Definition Summary Report Exception Details Report Expired Workitem Report Diversion Report	
8	The workflow management system shall support the generation of performance comparison reports.	
9	The workflow management system shall support users drill down from a higher level view of business processes to lower level details.	

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(General Manager)

10	The workflow management system shall support statistical reports like Total turnaround time and delay report for complete process or specific work stages	
11	The workflow management system shall support definition of new customized reports based on exposed data points.	
12	The workflow management system shall also provide dashboard interface for online reporting of various processes. The interface shall give a flexibility to toggle between graphical and tabular view and tile different windows in the same interface	

#### OFFICE AUTOMATION

##### Archival of Files

1	The system shall have a facility to create/open a new electronic file.	
2	Subject File creation shall take at least File Number and File Subject as inputs.	
3	The system shall have a facility to create both main as well as part file.	
4	The system shall have a facility to save the file in the desired folder in the system.	
5	The system shall have facility to add documents in the File.	
6	The system should have a facility to search a file on File number, file subject	
7	The system should have a index table of all created files in the form of a "File Register" as per the Manual of Office procedure	
8	The system should have a provision to define searching attributes for each type of special file	

##### File creation & Movement tracking

1	Electronic files shall give the same look and feel as that of Physical file with documents appears on one side and Green Note Sheet on other side of the screen.	
2	The system shall provide facility to users to append their notes, which shall be automatically stamped with user name, date and time	
3	The system shall provide facility to secure notes in File View <i>(General Manager)</i>	
4	The system shall provide facility to users to link the notes to any document, file and previous notes, so that corresponding objects can be directly opened from the note view	
5	Note sheet should also have provision to link a note even to a particular page of a image document	
6	The system shall provide facility to users to append notes in the same paragraph	
7	The system shall provide security on notes so that Noting/comments once written, signed and forwarded shall not be amendable by any user including originator, however if a new note has not been forwarded, the user shall be able to modify the latest note, which he is writing.	
8	There should be a provision to integrate digital signature with Note sheet	
9	The system shall provide facility to take print out of the noting for filing in paper folder as record	

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10	The system shall provide an interface to search the status of a file in a workflow.	
11	The system shall provide a facility to track a department where a File is pending.	
12	System should automatically create and update File Register	
13	System should be built on BPM platform	
<b>Correspondence (PUC / DAK) movement &amp; tracking</b>		
	The system shall have a repository or predefined folder / area where all new PUC are received after scanning	
	The system shall have a facility to create Paper profile of a PUC in the repository, in case it is not scanned.	
	The system shall have a facility to add PUC in electronic format from local computer drive.	
	The system shall provide a facility to view PUC on RHS and indexing fields on LHS.	
	The system shall have a facility to add a Note with a PUC	
	The system shall have a facility to save the PUC in an existing file.	
	The system shall have a facility to route the PUC using workflow feature of a system.	
	The system shall support ad-hoc routing of a document	
	The system shall have a facility to prepare response and attach with the PUC workflow	
	The system shall provide an interface to track & search the status of a PUC in a workflow	
	The system shall have a facility to send the reminders.	
	The system shall have a facility to generate various reports w.r.t PUC workflow such as pending with users, pending since, elapsed time, initiated by, completed by etc	
	The system shall have a facility to track a department where a PUC is pending.	
	The system shall provide a advanced search interface for tracing & searching a PUC based on dates, subject, pending with, completed by, pending since etc	
	The system shall have a feature to recall a PUC from other user	
	System should automatically create and update "PUC / DAK Register" as per the Guidelines of Office procedure by Punjab Govt.	
	PUC / DAK register should also indicate the File in which PUC has been saved, present status, action taken etc	
<b>Office Note creation &amp; Approval workflow</b>		
	The system shall have an In-built Web based Text Editor with basic functionalities such as bold, alignment, font, color etc	
	Editor shall have provision for templates for ready content	
	The system shall have a draft folder to save Office Notes that are created through in-built text editor.	

For Punjab Municipal Infrastructure  
Development Company

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	Office Note in draft folder shall be available to the user for editing.	
	Using workflow feature of a system, user shall be able to route the Office Note for approval	
	The system shall provide a facility to Add / Edit comment to a Note in a workflow.	
	The system shall provide a facility to attach reference / supporting documents with Office Note in a workflow	
	All the comments shall be appended to the main content of the Note.	
	The system shall automatically capture the signature of user working on a Note	
	The system shall have a facility to 'approve' a Note through some actionable control for eg. "Approve" button on the Note Sheet itself	
	The system shall provide an interface to search and check the status of a Note in workflow	
	The system shall have a facility to securely archive the Note on approval / completion	

## SECTION VI - PAYMENT TERMS

---

### Payment terms for the software:

- I. 50% against successful installation, integration & commissioning.
- II. 25% against successful data digitization and user/admin training.
- III. 25% on completion of warranty period.
- IV. Application maintenance & support charges on yearly basis after guaranty period.

### Payment for Scanning & Indexing with Metadata activities:

- I. The payment would happen upon completion of the work.
- II. Completion of scanning, indexing, storage and verification of all live documents of the departments. This would be at the end of the month. Payments shall be processed for number of documents scanned completely and that have been verified and approved by the authority.

For Punjab Municipal Infrastructure  
Development Company

  
(General Manager)

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## SECTION VII - FORMS AND FORMATS OF THE PROPOSAL

### (ENVELOPE - A)

The following formats needs to be filled and signed in ink along with the supporting documents.

#### DECLARATION

(To be typed on office letter head, signed and submitted in original along with Bid)

Notice No : Date:

To

Sir,

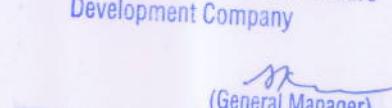
I/We hereby submit our bid proposal for the PMIDC Document Management and Office Automation project in the as per the specifications given in this Tender document, within the time specified and in accordance with the specification, as well as Scope of work. We understand and agree that

- PMIDC will award the contract to only one bidder

I/We hereby declare that in the event of award of contract to us, we shall abide by the above and other terms and conditions of the contract.

Signature of the bidder with seal

For Punjab Municipal Infrastructure  
Development Company

  
(General Manager)

## SECTION VII - FORMS AND FORMATS OF FINANCIAL PROPOSAL

---

### (ENVELOP - B)

The following formats needs to be filled and signed in ink along with the financial proposal.

#### DECLARATION OF FINANCIAL PROPOSAL

---

I / We declare that we accept the general Terms and Conditions and Special Terms and Conditions as mentioned in the Tender Document.

I / We declare that the Financial Proposal has been submitted without any conditions and strictly as per the conditions of the tender document and I / we are aware that the Financial Proposal is liable to be rejected if it contains any other conditions.

Signature of the bidder with seal

For Punjab Municipal Infrastructure  
Development Company

  
(General Manager)

MANUFACTURER'S AUTHORISATION FORM

Date: DD-MM-YYYY

Tender Name: - Document Management, File Tracking System and Dak Management

General Manager  
Punjab Municipal Infrastructure Development Company (PMIDC)  
SCO : 89 - 90, Sector 34A, Chandigarh - 160022, India  
Phone : +91 172 4020101, 103-108 Website:- [www.pmidc.punjab.gov.in](http://www.pmidc.punjab.gov.in)

We \_\_\_\_\_ [OEM Name] \_\_\_\_\_ who are official producers of \_\_\_\_\_ and having production facilities at \_\_\_\_\_ do hereby authorize \_\_\_\_\_ [SI/Prime Bidder Name] \_\_\_\_\_ located at \_\_\_\_\_ (hereinafter, the "Bidder") to submit a bid of the following products \_\_\_\_\_

produced by us, for the Supply Requirements associated with the above Invitation for Bids.

When resold by \_\_\_\_\_ [ SI/Prime Bidder Name] \_\_\_\_\_ these products are subject to applicable warranty terms of this NIT. We assure you that in the event of \_\_\_\_\_ [SI/Prime Bidder Name] \_\_\_\_\_ not being able to fulfill its obligation as our Sales & Service Provider in respect of this NIT, we would continue to meet our the terms stated in the abovementioned NIT through alternate arrangements. We also confirm that \_\_\_\_\_ [SI/Prime Bidder Name] \_\_\_\_\_ is our authorized service provider /system integrator and can hence provide maintenance and upgrade support for our products. We also undertake to supply the materials in the event of the non-supply of the materials by \_\_\_\_\_ [SI/Prime Bidder Name] \_\_\_\_\_ as per the NIT and assure you the availability of updates for the products for the next three years comprehensive onsite warranty/Maintenance period.

Signature of the OEM with seal

For Punjab Municipal Infrastructure  
Development Company

  
(General Manager)

## SECTION VIII - FINANCIAL PROPOSAL

### PRICE FORM

(To be returned in original along with the Bid Proposals)

Document No.

To

Sir,

I/We hereby submit our Proposal for the Document Management and Office Automation project as per the Scope of Work and technical specification given in this Tender document within the time specified and in accordance with the special Terms and Conditions. The rates are quoted in the prescribed format given below:

### FINANCIAL PROPOSAL

PRODUCT					
SN	Description	Qty	Unit Rate (INR)	Total INR	Total Amount in words (INR)
1	Cost of Software Solution				
2	Any Other				
TRAINING					
SN	Description	Qty	Unit Rate (INR)	Total INR	Total Amount in words (INR)
3	Training Cost				
4	Training of administrators				
5	Training of users				
IMPLEMENTATION					
SN	Description	Qty	Unit Rate (INR)	Total INR	Total Amount in words (INR)
6	System Study, Development, Integration and customization effort for Document Management and Office Automation project			For Punjab Municipal Infrastructure Development Company	 (General Manager)

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7	Support for 2 years s/w (inclusive of license ATS and support of solution implemented) after warranty period.				
8	Any Other				
<b>Digitization</b>					
9					
<b>Total</b>					
10					

**Please note the following:**

1. All quoted prices should be inclusive of taxes and duties prevailing on the date of bid submission.
2. Since the price bid is in INR, PMIDC shall not consider any upward variation/ fluctuation on account of any foreign exchange at any time during the currency of the contract.
3. Warranty on Software Products will be of 1 (one) year and includes support for implemented solution. Warranty will become effective from the date of UAT for complete solution. During warranty period, if required, successful bidder shall visit to the user site for providing support & services.
4. The project is to be supported for a minimum period of 2 year after warranty period. Period of ATS & AMC is to be calculated and quoted on per year average basis. During AMC period, if required, successful bidder shall visit to the user site for providing support & services. Support period can be extendable for another 2 years based on the mutual understanding of successful bidder and PMIDC.
5. Other than what is given above, the bidder is expected to account for any other deliverable to make the implementation successful and will be considered for commercial evaluation.

Signature of the bidder with seal

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For Punjab Municipal Infrastructure  
Development Company

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(General Manager)