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Request For Proposal
For
Digitization of Records

Go Green Paperless Initiative
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**Key Information**

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Items/Events</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Cost of Bid Document</td>
<td>INR 1000 (Rupees One Thousand only) in the form of separate DD drawn in favour of “PAO/IAD” payable at Chennai</td>
</tr>
<tr>
<td>2</td>
<td>Earnest Money Deposit</td>
<td>Rs.250000 (Rupees two lakh fifty thousand only) in the form of separate DD drawn in favour of “PAO/IAD.” Payable at Chennai.</td>
</tr>
<tr>
<td>3</td>
<td>Date of RFP issued</td>
<td>23.7.2015</td>
</tr>
<tr>
<td>4</td>
<td>Last Date for receipt of clarifications if any by A&amp;E office</td>
<td>06.8.2015</td>
</tr>
<tr>
<td>5</td>
<td>Date and Time of Pre-bid Meeting</td>
<td>10.8.2015 11.00 AM</td>
</tr>
<tr>
<td>6</td>
<td>Furnishing of reply to clarifications raised by the bidders</td>
<td>17.8.2015</td>
</tr>
<tr>
<td>7</td>
<td>Last date and time of submission of bids</td>
<td>24.8.2015 5.00 PM</td>
</tr>
<tr>
<td>8*</td>
<td>Date and Time of opening of Technical Bids received</td>
<td>26.8.2015 11.00 AM</td>
</tr>
<tr>
<td>9</td>
<td>Date and Time of opening of Financial Bids received</td>
<td>07.9.2015 11.00 AM</td>
</tr>
<tr>
<td>10</td>
<td>Performance Bank Guarantee</td>
<td>The selected bidder shall give a Bank Guarantee for 10% of the total contract price from a Nationalised / Scheduled Bank at Chennai prior to commencement of the project. The Bank Guarantee shall be valid for the period of the contract plus sixty days.</td>
</tr>
</tbody>
</table>

* If required, the A&E office may call for a technical demonstration by the qualified bidder(s). The date and time of demonstration will be intimated to the bidders individually.
Glossary

**Applicable Law** means the Contract shall be interpreted in accordance with the laws of India.

**A & E Office** means the Office of the Principal Accountant General/Accountant General (A&E), Tamil Nadu

**Bidder** means any firm offering the solution(s), service(s) and/or deliverables required in the tender call. 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 service provider with whom the A&E Office signs the contract for rendering services. The bidder may refer to prime bidder or any consortium partner (in case of consortium). In case of consortium, the lead entity must satisfy the pre-qualifications of bidders.

**Service provider** means the successful bidder on whom the contract is awarded by A&E Office.

**Contract Price** means the price payable to the Service provider under the Contract for the full and proper performance of all its contractual obligations.

**Pre-qualification and Technical bid** means that part of the offer that provides information to facilitate assessment, by A&E office, professional, technical and financial standing of the bidder, conformity to specifications etc.

**Financial bid** or the Commercial Bid means the part of offer that provides price schedule

**Performance Bank Guarantee** means the security to be furnished by the Service provider in accordance with the conditions of the contract, on receipt of notification of award from the A&E Office, in the form as per Annexure D of this RFP.

**Services** mean taking out the pages from the files, scanning images, keeping back the papers in the case files, developing the software to integrate with the existing Oracle 11g and a Document Management System that the Service provider is required to install or provide under the contract, training of the A&E Office staff and the associated documentation.
SECTION 1. SCOPE OF WORK, SPECIFICATIONS

1.1 Office of the Principal Accountant General (A&E), Tamil Nadu

In accordance with Articles 149 and 151 of the Constitution of India read with Section 11 of the Comptroller and Auditor General of India (Duties, Powers & Conditions of Service) Act, 1971, the Principal Accountant General (Accounts & Entitlements) Tamil Nadu, the A&E Office, is responsible for compilation and preparation of the accounts of Government of Tamil Nadu.

One of the activities of A&E Office involves processing and authorizing Pensionary benefits of State Government Employees, employees of Aided Non-Government Educational Institutions, All India Service officers of Tamil Nadu Cadre and Judges retiring from the Madras High Court. The A&E Office processes the pension claims through a software application developed in Oracle 11g platform.

1.2 Brief Nature of the work

The work involves a) digitising the selected pages in the files, b) developing a Document Management Software (DMS) application for easy retrieval, search, view, addition, deletion of a particular page and file as per the technical requirements elsewhere specified in the document. The scanned images have also to be linked to the existing pension application in Oracle 11g platform.

1.3 Digitization and its expectations

It is always imperative for any organization to meet accepted standards for managing its large official records. These standards are designed to ensure that electronic images of paper source documents, where the image is intended to replace the original as the official record, are captured in a way that ensures their reliability, authenticity, and usability over their entire retention period and that allows the images, or copies produced from the images, to be authenticated as true copies of the originals and to be admissible as evidence in legal proceedings.

Digitization is expected to achieve the following benefits:-

1. Ultimate objective of reduction of storage space for preserving files.
2. Minimising the file search time.
3. Increase in productivity of processes.
4. Availability of the document for sending in electronic format
5. Reduced turnaround time of processes
6. Improved control over all the important digitized documents by restricting access.
1.4 Estimated quantity of work

A total quantity of 1.27 crore pages (approximately) of Pension files are proposed to be digitised which includes 10 lakh pages (approximately) pertaining to oldest periods.

1.5 Work completion schedule

The contract has to be completed by the successful bidder within a period of eighteen months from the date of award of the contract. The bidders are requested to ensure that monthly schedules are accordingly drawn in such a way that the work is completed as per time schedule.

1.6 Specifications

1.6.1 The Service provider has to create digitized format of cases
1.6.2 The images should be created in the range of resolution not lesser than 300 dpi.
1.6.3 The paper size of the document to be scanned may vary.
1.6.4 The data in the final output should be well-readeable and in PDF format.
1.6.5 The Service provider needs to deploy the required experienced manpower, necessary hardware & software etc. to execute the contract.
1.6.6 Providing Document Management Software (DMS) for storing, archiving and retrieval of records in digital form. The software should have the facility to add or delete pages to the existing document with controls to be exercised at appropriate level of officials. The software should not have any restriction as to the number of concurrent users.
1.6.7 The property rights of the customized DMS provided by the Service provider vest with the A&E Office. Replication of the above software elsewhere wholly or partly or the use of relevant documents is not permitted.
1.6.8 The source code and the documentation of all software, both in hard as well as soft format should be handed over to the A&E Office as part of the deliverables.
1.6.9 The scanned documents should be integrated with the existing Oracle 11g application.
1.6.10 The service provider has to impart training to the resource persons/staff identified by the A&E Office to carry out scanning/digitization and the entire operational part of the software like indexing, storing, archiving, deleting, retrieval and appending pages to existing files etc.
1.6.11 The Service provider should extend technical support for two months after completion of the contract. The service provider should respond within 48 hours for any technical support requested by the A&E office. If the service provider fails to respond/provide solution within the stipulated time, the A&E office may have the option of levying penalty at Rs.1000/- per day of delay/default.

1.7 Process in detail

The process of scanning and digitization involves the following sequential stages:

1. Setting up of scanning and digitization facility
2. Pre-Scanning preparation
3. Scanning and Digitization
4. Indexing & Meta-tagging of scanned documents
5. Post Scanning activities
6. Storage and backup

1.7.1 Setting up of scanning and digitization facility

a. The Service provider will be required to setup and install the necessary infrastructure at the premises of A&E office, Chennai to complete the scanning and digitization within the time frame.

b. The Service provider has to maintain their equipments on their own and make sure that the work is not interrupted.

c. Network points if required and power will be provided by the A&E Office.

d. The Service provider will deploy their own skilled man power for all the above mentioned activities as per para 1.7 to complete the job within the specified time.

1.7.2 Pre-scanning preparation

These are the activities that are to be performed by the Service provider on the documents collected before commencement of scanning. It inter-alia includes:

a. The pages of pension files to be scanned will be marked by the A&E Office and handed over to the service provider. After collection of documents from the A&E Office, it would be the responsibility of the Service provider to maintain and return all the files in their original form to the A&E office.

b. The Service provider shall check for the number of pages to be scanned in a file in the presence of the representative(s) of the A&E Office and acknowledge the same.

c. Wherever required, the Service provider shall be responsible for removal of dust, removal of tags, pins, threads, rubber bands etc from the records before scanning.
d. The Service provider shall take extreme care to arrange the documents back in the files so that their chronology is not disturbed.

e. The Service provider should carefully unfold and flatten the documents to eliminate creases and wrinkles if any.

f. The Service provider shall take special care in preparing the documents for scanning which are old and not in good physical condition. This may inter-alia include pasting of torn pages, straightening of pages, un-binding of files that cannot be scanned in a routine manner. Some documents which are folded at the edges may even require ironing to straighten them.

1.7.3 Scanning and digitization:

a. The scanning needs may vary from page to page in a file and accordingly appropriate resolution has to be maintained.

b. The images have to be scanned in black-and-white. The scanned documents shall be stored in PDF format.

c. The documents would be sent to the Service provider for scanning in convenient batches as mutually agreed to between the Service provider and the A&E office. Records would be scanned and digitized at the place provided by this office and the Service provider shall be responsible for accounting the details of records handed over to them to carry out the digitization work.

d. The Service provider is responsible for quality assurance and has to go through all documents to see if they are complete and readable. The Service provider has to undertake Quality Assurance processes for all aspects of processing and post-processing of records including image capture, indexing, storage and return. The Service provider has to perform quality control to ensure that each page is fully rendered, properly aligned, and free of aliasing/distortions. When necessary (e.g., poor image capture), the Service provider has to re-scan from the original page and insert the image(s) into the proper image file sequence.

e. The Service provider shall perform following image enhancement activities wherever necessary
   i. ensuring that the quality of scanned images are enhanced to the optimum level
   ii. carrying out cropping and cleaning of images like removal of black spots around the text, providing equal margins around the text
   iii. In case the print/writing in the documents is not legible, the Service provider shall scan the documents at a higher resolution or in Gray scale. No extra payment shall be made for the same.
1.7.4. Indexing & Meta-tagging

a. After documents are scanned and stored in digital form, they would be indexed using manual entry. The Service provider will create four metadata fields required for indexing as per the requirement of the A&E Office as mentioned below:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Data type &amp; Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>PPO Number</td>
<td>VARCHAR2 (8)</td>
</tr>
<tr>
<td>Name</td>
<td>VARCHAR2 (50)</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>DATE</td>
</tr>
<tr>
<td>Date of event</td>
<td>DATE</td>
</tr>
</tbody>
</table>

b. The Service provider will establish procedure for checking the accuracy of indexing and making necessary corrections as accurate indexing is required for efficient retrieval of digital documents from digital storage media.

1.7.5 Post Scanning:

a. After scanning, the physical document would be pinned together/ tagged/stitched in the same form as it was given for scanning by the A&E Office. Periodically, all paper documents have to be returned in their original form to the A&E Office.

b. Each page shall be arranged in the form it was received while giving the documents back to the A&E Office.

c. Service provider has to follow the Maker and Checker process to avoid mistake in scanning work. The mistakes identified by the Checker need to be rectified and final error-free output should be provided to the A&E Office.

1.7.6. Storage and Backup

a. A folder structure has to be followed while storing the digitized data in the storage media.

b. Nomenclature of the digitized file should be decided in consultation with the A&E office.

c. Copies of the scanned data (and metadata) shall be provided by the Service Provider. The Service provider will create a Master copy for the A&E Office and will provide the replica of Master copy as per the requirement of the A&E Office.

d. The Service provider shall use standard methodology for Scanning & digitization and archiving so that in future, any Service provider can access the archival database.

e. A necessary daily backup of scanned data may be ensured in any external storage media

f. The external storage media should be handed over weekly to the A&E office representative for safe custody

g. The scanned data should ultimately be moved to the server made available by A&E office at the end of the project.
h. Before claiming bill for the quantity scanned/scanned and accepted, a copy of the digitized data has to be handed over to the A&E office.

1.8 Quality Assurance

After scanning the images, they are to be checked by the Service provider for ensuring their quality and completeness. Thereafter, they are subject to quality check by the A&E Office in a systematic manner to ensure completeness of scanning of a particular file. During the process, if it is observed that pages are omitted to be scanned or it is not ordinarily readable or it is not properly scanned or incompletely scanned, the Service provider has to set right the defects/omissions immediately. On complete acceptance of the scanned files only, the Service provider can reckon the quantum of scanned images for monthly billing.
SECTION 2 INSTRUCTIONS TO BIDDERS

1. The bidders may note that the working hour pattern of A&E office is between 9.15 am to 5.45 pm on all working days applicable to Central Government offices in Chennai. The A&E office at its discretion may consider the request of the service provider to work on holidays/extended hours.

2. The bids should be submitted strictly in the format provided in this RFP document and should be signed by the authorized signatory with the official seal.

3. The RFP signed by the authorized signatory/signatories should be submitted along with the bid as a token of acceptance of RFP terms & conditions.

4. If the bid contains overwriting/ corrections/ alterations, the same has to be duly signed by the authorised representative.

5. The Bid should contain the following documents and sent to the addressee mentioned in para 3.9 of the RFP before 5 pm on 24.8.2015:-
   a. Demand Draft for Rs.1000/- as cost of RFP
   b. Demand draft for Rs.250000/- as EMD
   c. Signed copy of the RFP
   d. Technical Bid Form (Annexure A part I & II)
   e. Financial Bid (Annexure B)
   f. Documents in support of information stated in the Technical bid

6. The representative of the bidder who is authorised to attend the pre-bid meeting and financial bid opening should submit a letter of Authorisation as per Annexure C.

7. The contract entered into between the A&E Office and the Service provider is not transferable. In the event of the Service provider contravening this condition, the A&E Office shall be entitled to terminate the contract at the risk and expense of the service provider.

8. The process and evaluation of the Bids will be done as per the RFP document and the decision taken by the A&E Office shall be final and binding on all parties concerned.

9. The Service provider is responsible for all the statutory, legal and other obligations which may arise due to unforeseen events caused to their manpower deployed at the site.

10. The Service provider is responsible for any damages, losses to the resources of the A&E Office which may occur due to the negligence on the part of the service provider.

11. The Service provider is required to use their own MIS tool to generate periodical reports for tracking the digitization status. These reports would contain basically summary of records periodically scanned and stored.
12. If the bidder fails to enter into a contract within 15 days from the date of notice of the award of tender or within such extended period, as may be specified by the A&E Office, the EMD deposited would be forfeited by the A&E Office and the Bidder is prohibited from participating in any of the bids for a period of two years.

13. Bidders are advised to study the tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the bid document with full understanding of its implications. The response to this tender MUST be full and complete in all respects. The bidder(s) shall bear all costs associated with the preparation and submission of the bid and offering clarification to the A&E office. The A&E office shall in no case be responsible or liable for those costs regardless of the conduct or outcome of the bidding process.

14. Neither the A&E office nor its employees and associates will have any liability to any prospective Respondent interested to apply or any other person under the law of contract to the principles or resolution or unjust enrichment or otherwise for any loss, expense or damage which may raise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the contract, the information and any other information supplied by or on behalf of The Principal Accountant General (A&E), Tamil Nadu or their employees and Prime applicant (PA)/ Consortiums or otherwise arising in any way from the selection process for the Contract.
SECTION 3 BID INFORMATION

3.1 Language of proposal

The Proposal, correspondence and documents related to the Proposal exchanged by the bidder and the A&E Office should be in English.

3.2 Bid validity period

The bids submitted by bidders shall be valid for a period of “180 days” from the date of closure of the bid. On expiry of the validity period, if required, the A&E Office would solicit the bidder’s consent for an extension of validity period. The request and the consent thereto shall be in writing.

3.3 Pre-bid conference

The A&E Office will host a Pre-Bid Conference on date as mentioned in the Key Information. During the Pre-Bid conference, the bidders are requested to inspect the premises of the A&E Office to have a complete idea of the infrastructure available, the records to be scanned, the size and other attributes of the pages to be scanned.

Bidders requiring clarification on specific points may communicate to the addressee mentioned in para 3.9 of this RFP, on or before 06.08.2015 in the format prescribed vide 5.5 Annexure-E. The envelope containing the clarification sought for should be superscribed as “CLARIFICATION – RFP-DIGITISATION 2015”. Alternately, the clarifications if any may be forwarded to the email id mentioned in this RFP. The A&E Office will take all efforts to provide timely response to the clarifications sought for.

3.4 Clarifications on bids

Similarly, A&E office may also seek clarifications from the bidders, if found necessary after opening of bids. The request for clarification and the response shall be in writing and no change in price or substance of the Bid shall be sought, offered or permitted.

3.5 Amendments to RFP

At any time prior to the deadline for submission of bid, the A&E Office may amend the RFP document by issuing suitable Corrigendum. Any corrigendum issued in this regard shall be uploaded in the website of the A&E Office. The A&E Office can extend (if necessary), the deadline for submission of bids, to give reasonable time to the bidders, so that they can take corrigendum into account while preparing their bids.

3.6 Bidder’s eligibility criteria

Following are the essential qualifying criterion for the bidder:

a. The Bidder should be a Company registered in India/Firm/Proprietor. Incorporation/Registration certificate along with Memorandum/Articles of Association/Bylaws (or similar document) should be furnished as documentary proof, wherever applicable.
b. The Bidder should have experience of having done similar kind of scanning work in last five years preferably in the Central/State Government/ Government Agency. Copy of satisfactory performance of contracts/work orders issued by Clients shall be furnished as documentary proof.

c. The bidder should have average annual turnover exceeding Rs. 15 lakh in last 3 years (Financial year 12-13, 13-14 and 14-15). As documentary proof, Audited Balance Sheet & Profit & Loss A/c is to be submitted. In case the financial statements of the financial year 2014-15 are under preparation, the provisional turnover figures as certified by a Chartered Accountant is to be submitted.

3.7 Earnest money Deposit (EMD)

The Bidder shall furnish, as part of its bid, a refundable EMD as per Key Information through Demand Draft. The demand draft should be drawn on a nationalized / scheduled bank in favour of the “PAO/IAD”, payable at “Chennai”.

No interest will be payable by the A&E Office on the amount of the EMD. Unsuccessful bidder’s EMD will be released at the earliest. However, the successful bidder’s EMD will be released after signing the Contract and deposit of Performance Bank Guarantee (PBG).

3.8 Forfeiture of EMD

The EMD may be forfeited in the following cases:
1. If a bidder withdraws bid or increases the quoted prices during the period of bid validity or its extended period, if any; or

2. If the successful bidder fails within the specified time limit to:
   a) Accept Letter of Intent (LOI)
   b) Sign the Agreement or,
   c) Furnish the required Performance Bank Guarantee (PBG).

3.9 Submission of Bids

The documents in support of the Technical Bid and Financial Bid shall be placed in separate sealed envelopes as follows:
1. Signed copy of RFP
2. Envelope 1: Original hard copy along with soft copy (in CD) of Technical Bid Part I (General Information including eligibility conditions) & Part II (Technical Details), with separate DDs for cost of the Bid Document and EMD in separate envelope superscribed as “Technical Bid”.

The sealed cover containing the above envelopes with the superscription “ PAG(A&E) TN Digitization 2015” should be addressed to:
Shri. V. Karthikeyan, IA&AS
Deputy Accountant General (Admn.)
O/o. The Principal Accountant General (A&E), Tamil Nadu,
361, Anna Salai, Chennai-600 018
Phone 044-24324665/528

3.10 Technical Bid

The bidders should submit the technical bid as detailed below:

1. Sealed and Signed copy of RFP
2. Technical Bid as per in Annexure A part I (General Information) and part II (Technical details)

Note: The Technical bid shall not include any financial bid information.

3.11 Financial Bid

After opening and evaluation of the Technical Bid, the A&E Office will open the Financial Bid of the eligible Bidders in the presence of Bidders who are present in the bid opening.

The Financial Bid should be submitted strictly in the format given by the A&E Office as Annexure B of this document and should not have any deviations, restrictive statements, etc. therein. Otherwise, such bids are liable to be rejected at the sole discretion of the A&E Office.

3.12 Selection of successful bidder

1. Detailed technical evaluation will be taken up in respect of only those bidders who meet the prescribed eligibility criteria. A committee constituted for this purpose will evaluate and rank the bids received. The evaluation and ranking of the technical bids will be based on the responsiveness to this RFP using the evaluation criteria and points systems specified in Annexure F. Each technical bid will receive a technical score and bids scoring points more than 60% will be considered for the financial bid opening.
2. The Bids should satisfy the eligibility as well as technical requirements as per Annexure A.
3. Financial bids will be opened for those bidders who satisfy the requirements vide Annexure A.
4. Before the expiry of the period of validity of proposal the A&E Office will notify the selected bidder and issue the LOI.
5. The selected Bidder shall acknowledge in writing receipt of the notification of award and will send his acceptance to enter into agreement within seven (7) days.
6. The bidder shall be issued the work order immediately on signing the agreement. However for the purpose of this tender the date of signing of agreement shall be the date of commencement of the period of the agreement and the bidder should not wait for formal work order to commence his work.

7. If the selected bidder does not accept LOI or after accepting LOI does not enter in to the agreement, within specified period the A&E Office reserves the right to cancel the LOI issued to him and forfeit the EMD. The A&E Office may also blacklist the bidder.

3.13 Confidentiality

The information contained in the RFP is proprietary to the A&E Office. The A&E Office requires the bidders of this RFP to maintain its full confidentiality and refrain from reproducing it in whole or in part without the written permission of the A&E Office.

The bid documents submitted by the bidders is the property of the A&E Office and is not returnable to the bidders. The information provided by the bidder/s will be used for the sole purpose of evaluation of bids only.


1. The A&E Office may extend the time line for the events mentioned against serial no.5 to 9 of Key information of the RFP, if necessary.

2. The A&E Office may extend the time line for completion of the contract as per its discretion.

3. The A&E office reserves right to withhold or withdraw the process at any stage with intimation to all who have submitted their bids in response to this RFP.

4. The A&E Office may ignore minor errors, omissions in bid.

5. The A&E Office may also independently ascertain information from the client(s) of the bidders about the performance of contract executed by the bidder.

6. The A&E Office may terminate the contract if the digitization is not proceeding in accordance with the terms of contract

3.15. Disqualification

The bid submitted by a bidder is liable to be disqualified if:

1. it is not submitted in accordance with this document.

2. the bidder modifies the quoted prices, during validity of the bid or its extended period, if any

3. bid received without the cost of bid document

4. bid received in incomplete form
5. bid not accompanied by EMD amount.
6. bid received after due date and time.
7. bid not accompanied by all requisite documents.
8. conditional Bid has been submitted.
9. the Bidder has made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility / technical requirements.
10. the Bidder is found to have a record of poor performance such as abandoning work, not properly completing the contract, inordinate delay in completion etc.
11. any criminal case/financial failures/litigation against bidders/their partners/ Directors/Agents is pending before any Court.
12. the Bidder fails to provide clarifications related to bids, when sought.
13. the Bidder has been found to canvas, influence or attempt to influence in any manner for the qualification or selection process, including without limitation, by offering bribes or other illegal gratification.
14. it comes to the knowledge of the A&E Office, expressly or implied, in any stage of the bid process, that a bidder has intended to form a cartel resulting in delay / holding up the processing of bid, then the bidders so involved are liable to be disqualified for this contract as well as in any of the tenders floated by the A&E Office for a period of two years from the date of disqualification.
15. the bidder has been black listed by any State Government, Central Government or any other Public Sector undertaking or a Corporation/any other business organisations.
SECTION 4 GENERAL CONDITIONS

4.1 Confidentiality of information

The successful bidder has to ensure the integrity of data. They will ensure that the engaged resources do not carry away any copy/backup of any data in any form. At the end of the contract, an undertaking would be required to be submitted by the selected bidder to that effect.

4.2 Performance Bank Guarantee

The Bidder shall at his own expense, furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Scheduled/ nationalized Bank for 10% of the contract value as per the format prescribed in Annexure D to the A&E office, within Fifteen (15) days from the date of notice of award of the contract. In the event of the Service provider being unable to service the contract for whatever reason, the A&E Office would invoke the PBG.

All charges whatsoever such as premium, commission, etc. with respect to the PBG shall be borne by the bidder. The PBG shall be valid for the entire duration of the contract period plus sixty days beyond the contract period. In the event of the contract period being extended, PBG has to be suitably extended.

4.3 Payment terms

1. The bill has to be preferred by the Service provider not later than 15th of the ensuing month for the scanning work done during the previous month.

2. Payment relating to Software for Document Management and Integration of scanned PDF with the existing Oracle 11g Module is to be presented along with the last bill.

3. The Service provider shall reconcile the number of pages scanned at the end of each month with the A&E Office and submit the same for the approval of the A&E Office.

4. The bill should be raised for the work completed, based on the number of digitized images disposed by the Service provider and approved by the A&E Office.

5. A copy of the digitised data has also to be handed over to the A&E office vide sub-para 1.7.6.(h).

6. Payment shall be made by the Government of Tamil Nadu within a period of 45 days from the date of submission of bill, after deduction of taxes and penalties, if any.

7. The Service provider is entitled to get the payment for scanning work done in full, provided the number of pages scanned and accepted by the A&E Office is at least 80 percent of the quantity of the monthly target committed by the Service Provider.
8. If the A&E Office is not able to complete the verification of work done by the service provider during the previous month within the ensuing week, the Service provider may bill for the quantity for which verification has been in progress beyond a week. However, the billing quantity has to be restricted to 80% of the scanned pages for the billing period. On completion of verification by the A&E office, a supplementary bill may be raised for the balance 20% by the Service provider and the bill will be processed as per payment terms.

4.4 Penalties

The service provider has to complete the quantum of scanning monthly as committed vide Item No.5 of Part II of Technical bid.

However, the Service provider is entitled to get the payment for scanning work done in full, provided the number of pages scanned and accepted by the A&E Office is at least 80 percent of the quantity mentioned above. In the event of the actual scanning work done falling short of 80%, penalty at the rate of 10% for the deficient quantity will be levied.

Further, if the actual quantum of scanning done is below 50% for three consecutive months, the A&E office may exercise its discretion to terminate the contract and get the work done through other sources. The additional cost involved if any in getting the work done will be recovered from the service provider, failing which the Performance Bank Guarantee will be invoked.

4.5 Completion of contract

The contract is duly performed when the Service provider has completed the quantum of work as described vide para 1.4 of the RFP to the satisfaction of the A&E Office. The Service provider is not entitled to any special rate when the variation in quantity is within the range specified in para 1.4 of the RFP.

4.6 Execution of additional quantity

During the currency of the contract period, in addition to the quantum of scanning work mentioned in para 1.4 of the RFP, had the service provider expressed willingness to execute additional quantum of work vide Part-I of Technical bid, the A&E Office may assign additional quantity of scanning pages at the same terms and conditions of the contract in continuation of the contract. Mere indication of willingness in the bid to accept additional quantity of work will not confer on the Service provider an absolute right to claim additional quantity of work to be awarded to them. The time required for the above additional work may be appropriately estimated and allowed by the A&E Office.
4.7 Termination of contract

4.7.1 Termination by default

The A&E Office may, without prejudice to any other course of action, for breach of contract, by written notice of seven days to the Service Provider, terminate the contract in whole or in part, if:

a. the Service provider fails to perform any or all of the obligations within the time period(s) specified in the contract or any extension thereof granted, by the A&E Office.

b. the quality of the delivery of various tasks during the contract period is not up to the satisfaction of the A&E Office.

c. the Service provider fails to perform any other obligation under the contract.

d. data integrity has been compromised.

The Service provider shall stop the performance of the contract from the date of termination of contract. No financial compensation / consequential damages shall be payable to the service provider in the event of termination of the contract. The penalty payable by the Service provider, if any, will be recovered from the amount payable to the Service provider. If the penalty could not be fully recovered from the amount pending from the Bills, the amount will be recovered by invoking the Performance Bank Guarantee.

4.7.2 Termination for insolvency

The A&E Office may at any time terminate the Contract by giving written notice to the Service Provider, if the service provider becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the service provider, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to A&E Office.

4.7.3 Termination for convenience

The A&E Office, by written notice sent to the Service provider may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for A&E office convenience, the extent to which performance of the Service provider under the Contract is terminated, and the date upon which such termination becomes effective.
4.8 Risk and cost clause

In the event of the A&E Office terminating the contract in whole or in part, pursuant to para 4.7, the A&E Office may procure at Service Provider’s risk and cost upon such terms and in such a manner as it deems appropriate, items or services similar to those remaining undelivered. The Service provider shall be liable to pay for any additional costs incurred by the A&E Office. However, the Service provider shall continue with the performance of the contract to the extent not terminated.

4.9 Force Majeure

Force Majeure means an event beyond the control of the Successful Bidder and not involving the Successful Bidder’s fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of A&E Office either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

Notwithstanding the provisions of conditions of contract the Service provider shall not be liable for forfeiture of its performance bank guarantee or termination by default, if and to the extent that, its’ delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

If a Force Majeure situation arises the Service provider shall promptly notify A&E Office in writing of such conditions and the cause thereof. Unless otherwise directed by A&E Office in writing, the Successful Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

4.10 Disputes and Arbitration

In the event of any dispute or differences between the parties whether during the execution of orders or thereafter whether by breach or in any manner in regard to:
• the construction of the terms and conditions
• the respective rights and liabilities of the parties hereto there under
• any matter or thing arising out or in relation to or in connection with these terms and conditions:
then either party shall give written notice to the other of the same, and such dispute or differences shall be referred for the arbitration of any persons appointed with mutual consent of the A&E Office and the Service provider. The provisions of the Arbitration and Conciliation Act, 1996 and rules there under shall apply to the arbitration. There shall be no objection to any such appointment that the person appointed is a Govt. servant. The decision of such Arbitrator shall be conclusive and binding on the parties hereto.
4.11 Jurisdiction of courts in case of dispute

These terms and conditions/contract are governed by laws of India for the time being in force. Courts of Chennai shall alone have jurisdiction to decide any dispute arising out of or in respect of these terms and conditions/contract.

I/we have carefully gone through the Terms & Conditions contained in the RFP Document.

The information provided in the tender document is true and no false representation has been made.

Date: Authorised Signatory
Place: (Name & designation) Seal
SECTION 5 - ANNEXURES

5.1 Annexure- A
Technical bid

Part I (General Information)

<table>
<thead>
<tr>
<th>Sl No.</th>
<th>Description</th>
<th>Information to be furnished by the bidder</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name of the Bidder</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Year of establishment/ incorporation</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>a. Whether proprietorship/partnership/limited company etc.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. Name(s) of the Proprietor/ Partner/ Managing Director etc.</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Postal address Contact number(s) Fax e-mail</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Details of Branches, if any, with complete address, contact person &amp; contact number(s).</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>a. Number of similar nature of works undertaken in the past five years</td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. Names of Institutions</td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. Brief description of work</td>
<td></td>
</tr>
<tr>
<td></td>
<td>d. work order details (enclose copies)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>e. Proof of satisfactory completion of work</td>
<td></td>
</tr>
<tr>
<td></td>
<td>f. Contact person with telephone number and E-mail.</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Turnover for the last three financial years:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(a) 2012-2013</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(b) 2013-2014</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(c) 2014-2015</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Whether the Bidder has executed similar work in a Government Undertaking/ Government Organization/ Public Sector Undertaking and if yes, give details.</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Duly stamped notarized Affidavit for not being registered with BIFR and not being Black listed by any Central/State Govt. or its undertaking.</td>
<td></td>
</tr>
<tr>
<td>No.</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>-----</td>
<td>-------------</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>A self declaration from the bidder to the effect that no criminal case is pending against the Bidders/their Partners/Directors/Agents before any Court has to be furnished.</td>
<td></td>
</tr>
</tbody>
</table>
| 11  | The Bidder is required to furnish the following details with proof:  
(a) PAN number  
(b) Central/State Sales Tax/Service Tax Registration Number |
| 12  | Bankers' Name and address (Bankers' solvency certificate is required to be attached) |
| 13  | Copy of Income Tax returns filed for the last three years |
| 14  | Copy of Power of Attorney/Board Resolution authorizing the person for signing the bid documents |
| 15  | A self declaration from the bidder that they are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this contract has to be furnished. |
| 16  | Whether the bidder is willing to carry out additional quantity of work on completion of scanning of contracted quantity as per clause 1.4 of this RFP at the same terms and conditions? YES/NO |
| 17  | Any other information which the Bidder considers appropriate is required to be furnished for the purpose of this Bid. |

Date:  
Place:  
Authorised Signatory  
(Name & designation)  
Seal
## PART II
( Technical details)

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Description</th>
<th>Information to be furnished by the Bidder</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Details and quantity of Server(s) (with configuration and OS) the Bidder intends to install.</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Details and quantity of the Computers, Hardware, Equipment, the Bidder intends to install.</td>
<td></td>
</tr>
</tbody>
</table>
| 3     | Details of the Scanners  
Quantity in numbers  
make, model,  
scanning/digitization speed (in terms of pages per minute),  
duty cycle  
and any other features the Bidder intends to install. |  |
| 4     | Number of persons proposed to be engaged  
Own sources hired/outsourced  
a. technical  
b. non-technical |  |
| 5     | Proposed output per day in terms of number of pages to be scanned/digitized  
Monthly target of scanning/digitizing(number of pages) |  |
| 6     | Details of the software(s) the Bidder proposes to use for scanning/digitizing, indexing, storage and retrieval and integrating with the Oracle 11g Platform. |  |
| 7     | Detailed methodology with stage wise information about the processes, procedures and methods proposed to be employed by the Bidder for providing a complete solution of the entire project with work flow chart. |  |
| 8     | Major risks perceived by the bidder in execution of contract and solutions for its management |  |
DMS Specifications with Architectural details

1. Whether DMS will be developed under Oracle 11g platform

2. Whether it can support search facility based on four (4) Metadata fields viz.,

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Data type &amp; Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>PPO Number</td>
<td>VARCHAR2(8)</td>
</tr>
<tr>
<td>Name</td>
<td>VARCHAR2(50)</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>DATE</td>
</tr>
<tr>
<td>Date of event</td>
<td>DATE</td>
</tr>
</tbody>
</table>

3. Whether it supports Nested searches based on any/all the above fields?

4. Whether it supports viewing, appending and deleting pages of the scanned document?

5. Whether Complete audit trail/log of each transaction involving appending, deletion of pages/files is available.

Note: Hardware specifications for each piece of Hardware proposed to be used for scanning/digitizing/storage/integrated retrieval of Case files be provided on separate sheets. Specifications relevant for the purposes of scanning/digitizing/storage/integrated retrieval of Case files only are required to be provided.

Date: [ ]
Place: [ ]
Authorised Signatory (Name and Designation)
Seal
Sir/Madam,

With reference to tender document for Digitization, we submit our commercial bid as under -

<table>
<thead>
<tr>
<th>Description</th>
<th>Rate in Rs. *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scanning cost per page</td>
<td></td>
</tr>
<tr>
<td>Software for Document Management</td>
<td></td>
</tr>
<tr>
<td>Cost for Integration of scanned PDF with the existing Oracle 11g Module</td>
<td></td>
</tr>
</tbody>
</table>

* The rate is inclusive of statutory taxes, duties and levies. Rate of taxes, duties and levies included thereon has to be mentioned as a footnote here.

DECLARATION

I / We agree

a) to keep this offer valid for 180 (One hundred and eighty) days from the date of closure of the bid. We shall also be agreeable to extend the validity of the bid, if so desired by the A&E Office.

b) to keep validity of the Price mentioned in the bid till the completion of the contract.

Date: 
Place: 
Authorised Signatory
(Name and Designation)
Seal

[ Bid must be in a separate sealed inner envelope marked Financial Bid]
LETTER OF AUTHORISATION FOR ATTENDING PRE-BID/BID OPENING

Subject: Authorization for attending pre-bid/bid opening on _____________ (date) in the tender of ________________________________.

Following is/are hereby authorized to attend the pre-bid/ bid opening for the tender mentioned above on behalf of ________________________________
(Bidder)

<table>
<thead>
<tr>
<th>Representative’s Name</th>
<th>Specimen Signatures</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
</tr>
</tbody>
</table>

Date:                                                                                                             Authorised Signatory
Place:                                                                                                         (Name and Designation)
Seal

Note:
1. One of the representatives mentioned above is allowed to attend the pre-bid/bid opening meeting.
2. Permission for entry to the hall where bids are opened, may be refused in case authorization as prescribed above is not received.
5.4 ANNEXURE D

PERFORMANCE BANK GUARANTEE

Proforma for Bank Guarantee for Contract - Performance bank guarantee

Reference No. __________________ Date __________________
Bank Guarantee No. ____________________________________________________

To
O/o.the Principal Accountant General (A&E), Tamilnadu
361, Anna Salai, Teynampet,
Chennai-600 018.

PAG(A&E) RFP: Selection of agency for Digitization of Records

Against contract for Digitization of pension records as described in para 1.2 of RFP document awarded vide No. ______________ dated ______________ (hereinafter called the said ‘contract’) entered into between The O/o.the Principal Accountant General (A&E), Tamil Nadu, Chennai (herein called the A&E office) and M/s ________________________ (herein called the Service Provider) this is to certify that at the request of the Service Provider, we ________________________ (Name of the Bank), are holding in trust in favour of the A&E office, the amount of Rs……………………………………………………………………. (Rupees only) to indemnify and keep indemnified the A&E office against any loss or damage that may be caused to or suffered by the A&E office by reason of any breach by the Service Provider of any of the terms and conditions of the said contract and/or in the performance thereof. We agree that the decision of the A&E office, whether any breach of any of the terms and conditions of the said contract and/or in the performance thereof has been committed by the Service Provider and the amount of loss or damage that has been caused or suffered by the A&E office shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the A&E office.

We ____________________________ (Name of the Bank) further agree that the guarantee herein contained shall remain in full force and effect during contract the period of eighteen months plus sixty days that would be taken for satisfactory performance and fulfillment in all respects of the said contract by the Service Provider i.e. till _________________ hereinafter called the said date and that if any claim accrues or arises against us ____________________________ (Name of the Bank) by virtue of this guarantee before the said date, the same shall be enforceable against us ____________________________ (Name of the Bank), notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us ____________________________ (Name of the Bank), by the A&E office before the said date.
Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the A&E office.

It is fully understood that this guarantee is effective from the date of the said contract and that we ___________________________ (Name of the Bank), undertake not to revoke this guarantee during its currency without the consent in writing of the A&E office.

We undertake to pay to the A&E office any money so demanded notwithstanding any dispute or disputes raised by the Service Provider in any suit or proceeding pending before any court or tribunal relating thereto our liability under this present bond being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Service Provider shall have no claim against us for making such payment.

We ___________________________ (Name of the Bank), further agree that the A&E office shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Service Provider from time to time or to postpone for any time any of the power exercisable by the A&E office against the said Service Provider and to forebear or enforce any of the terms and conditions relating to the said contract and we, ___________________________ (Name of the Bank), shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Service Provider or for any forbearance by the A&E office to the said Service Provider or for any forbearance and/ or omission on the part of the A&E office or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from liability under this guarantee.

This guarantee will not be discharged due to the change in the constitution of the Bank or the Service Provider.

Date ______________________
Place ___________________ Signature
____________________________
Witness _________________ Printed Name
__________________________

(Bank’s common seal)
5.5 ANNEXURE E
REQUEST FOR PRE-BID CLARIFICATIONS

Bidder's Request for Clarification
Name of Organization
Name & position of person
Full formal address including phone, mobile and email

<table>
<thead>
<tr>
<th>S.No</th>
<th>Page No.</th>
<th>Para No.</th>
<th>Content of the Para</th>
<th>Query/Clarification sought</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tbody>
</table>
5.6 ANNEXURE F
NARRATIVE EVALUATION CRITERIA FOR TECHNICAL BID

Technical Bids of eligible bidders shall be evaluated on the basis of following pre-identified criteria:

1. **Experience of the bidder (40 points)**

   *Criteria:* The extent and depth of experience of the bidder in similar nature of works.
   
   *Factors to consider:* Each reference project included in the technical bid will be judged against the criteria established. Higher score will be given to a bidder, who has more experience. Additional score will be given for work completed/in progress in Government Undertaking/ Government Organization/Public Sector Undertaking.

2. **Proposed output per day in terms of number of pages scanned/digitized (30 points)**

   *Criteria:* The quantum of proposed output in terms of number of pages scanned/digitized per day

   *Factors to consider:* Higher scores will be given to a bidder based on the maximum quantity proposed by the bidder as per the details furnished in the technical bid.

3. **Staff strength and Team (15 points)**

   *Criteria:* The bidder who proposes to deploy sufficiently experienced technical and non-technical persons from his own organisation without dependence on other sources.

   *Factor to consider:* Higher scores will be given to a bidder deploying better Team with more experience in the related assignment/project.

4. **Financial Soundness (15 points)**

   *Criteria:* The bidder’s turnover for the last three financial year as per the details furnished in the technical bid.

   *Factors to consider:* Higher scores will be given to a bidder, who has more turnover.

**END OF RFP**