BIHAR SOCIETY FOR COMPUTERIZATION OF REGISTRATION OFFICES (BISCORE)

DEPARTMENT OF PROHIBITION, EXCISE & REGISTRATION

GOVERNMENT OF BIHAR

TENDER DOCUMENT

FOR

EMPANELMENT OF COMPANIES FOR SCANNING and DIGITISATION OF REGISTRATION RECORDS

RFP-BISCORE(Scanning)-2021/1

Dec 2021

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1 Schedule of Bid Process

Sl. No.	Information	Details
1.	RFP No. and Date of Publication on web-site and time for which available for download	***BISCORE(Scanning)-2021/1*** **07 Dec 2021, from 3:00 pm till** **23 Dec 2021, 10:00 am**
2.	Last date for submission of written queries for clarifications	**10th Dec 2021, 5:00 PM** **manoj.2024@gov.in**
3.	Date of pre-bid conference	**14th Dec 2021, 5:00 PM**
4.	Release of response to clarifications	**16th Dec 2021**
5.	Bid validity period	**180 days from the last date (deadline) for submission of proposals.**
6.	Last date (deadline) for submission of bids	**23rd Dec 2021, 3:00 PM**
7.	Opening of Technical Bids	**23rd Dec 2021, 3:30 PM**
8.	Place, Time and Date of opening of Financial proposals received in response to the RFP notice	**To be intimated**
9.	**Contact person for queries**	**Sh. Manoj Kumar Sanjay** **AIG cum Secretary, BISCORE** **Mob: 9110036305** **email: manoj.2024@gov.in**

2 Background Information

2.1 Basic Information

In a state like Bihar with an agrarian economy, possession of land is a very important dimension in the social fabric. Registration of properties including land is crucial as it gives legitimacy to deeds. The Registration Department functions as a trusted record keeper for the citizens of Bihar by registering various documents related to transfer of property, society formation etc. System for Computerized Registration (SCORE) was introduced in all the registration offices across the state of Bihar from 2005 onwards to computerize the registration process as a conscious effort to introduce transparency and reduce scope for malpractices. In SCORE, the data pertaining to deeds are captured in databases including photos and fingerprints and the entire content of the registered deeds are captured through scanner and stored in CDs and external hard disk as permanent records apart from the oracle data on the local server.
The computerized registration has been implemented in all Registration offices located in 38 districts of Bihar. On an average District Registry Office registers 100-150 documents per days whereas a Sub-Registry Office registers 30-80 documents per day. Further physical storage of old records pose another considerable challenge for the Department as moisture and high temperature has a telling effect on the records. Moreover, frequent handling of the records by staff for generating certified copies for the citizens also lead to significant degeneration of the records.

The Department has computerized all registration offices in the State since the year 2005 and onwards (post-computerization). In the computerized process the data pertaining to deeds are captured in databases including photos and fingerprints through a software called System for Computerized Registration (SCORE). The entire content of the registered deeds is captured through scanner and stored in CDs and external hard disk as permanent records apart from the oracle data on the local server. But, for the legacy data (pre-computerization) there is a requirement to create database and scan the old records using a software solution.

The computerized registration has been implemented in 126 number of Registry/Sub-Registry offices located in 38 districts of Bihar. On an average District Registry Office registers 100-150 documents per day whereas a Sub-Registry Office registers 50-70 documents per day. In numbers annually approximately 10 lakhs of documents are registered. A document may contain on an average 5-6 pages. The information of the documents is captured in oracle database and subsequently scanning of the documents is done for upkeep of the document in paper or digital form.

2.2 Geographical spread and operating locations

It includes the State of Bihar across all districts.

3 Instructions to the Bidders

3.1 General

1 While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.

All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by BISCORE on the basis of this RFP.

2 No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of BISCORE. Any notification of preferred bidder status by BISCORE shall not give rise to any enforceable rights by the Bidder. BISCORE may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of BISCORE.

3 This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

3.2 Compliant Proposals / Completeness of Response

I. Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

II. Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:

   A. Include all documentation specified in this RFP;
   B. Follow the format of this RFP and respond to each element in the order as set out in this RFP
   C. Comply with all requirements as set out within this RFP.

3.3 Pre-Bid Meeting & Clarifications

3.3.1 Pre-bid Conference

BISCORE shall hold a pre-bid meeting with the prospective bidders on 14 Dec 2021, 5:00 pm at

Conference Hall,
Office of the Principal Secretary, Department of Registration, Excise and Prohibition
Vikash Bhawan, New Secretariat
Patna – 800015

The Bidders will have to ensure that their queries for Pre-Bid meeting should reach by email on or before 10th Dec 2021, 5:00 pm to the below nodal officer:

Manoj Kumar Sanjay
AIG cum Secretary, BISCORE
email: manoj.2024@gov.in

I. The queries should necessarily be submitted in the following format:

S. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification

II. BISCORE shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications after the indicated date and time may not be entertained by BISCORE.

3.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

I. The Nodal Officer notified by BISCORE will endeavour to provide timely response to all queries. However, BISCORE makes no representation or warranty as to the completeness or accuracy of any response; neither response nor does BISCORE undertake to answer all the queries that have been posed by the bidders. The responses to the queries from all bidders will be distributed to all.

II. At any time prior to the last date for receipt of bids, BISCORE may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.

III. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the http://registration.bih.nic.in and emailed to all participants of the pre-bid conference.

IV. Any such corrigendum shall be deemed to be incorporated into this RFP.

V. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, BISCORE may, at its discretion, extend the last date for the receipt of Proposals.

3.4 Key Requirements of the Bid

3.4.1 Right to Terminate the Process

I. BISCORE may terminate the RFP process at any time and without assigning any reason. BISCORE makes no commitments, express or implied, that this process will result in a business transaction with anyone.

II. This RFP does not constitute an offer by BISCORE. The bidder's participation in this process may result BISCORE selecting the bidder to engage towards execution of the contract.

3.4.2 Consortium Bidding

No consortium is allowed throughout the entire duration of the Project. The bidder is required to provide a self-certification on No-Consortium throughout the duration of the project.

3.4.3 RFP Document Fees

RFP document can be downloaded from http://registration.bih.nic.in free of cost.

3.4.4 Earnest Money Deposit (EMD)

a) Bidders shall submit, along with their Bids, EMD of 20 Lakhs only, in the form of a Demand Draft OR Bank Guarantee (in the format specified in Annexure I: Form 3) issued by any Scheduled bank in favour of BISCORE, payable at Patna, and should be valid for 180 days from the due date of the RFP.
b) EMD of all unsuccessful bidders would be refunded by BISCORE within one month of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee as per the format provided in Annexure III: Form 1.
c) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
d) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
e) The EMD may be forfeited:
    A. If a bidder withdraws its bid during the period of bid validity.
    B. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

3.4.5 Submission of Proposals

a) The bidders should submit their responses as per the format given in this RFP in the following manner
    A. Pre-Qualification Proposal
    B. Technical Proposal
    C. Commercial Proposal
b) Please Note that prices should not be indicated in the Technical Proposal but should only be indicated in the Commercial Proposal.
c) All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
d) The bids shall be uploaded through http://eproc.bihr.gov.in as per the schedule given in this RFP and instructions available on the website.

3.4.6 Authentication of Bids

The Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal.

3.5 Preparation and Submission of Proposal

3.5.1 Proposal Preparation Costs

a) The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by BISCORE to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.
b) BISCORE will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

3.5.2 Cost & Currency

The offer must be made in Indian Rupees only. Taxes and levies as applicable at the time of submission of bids to be mentioned separately.

3.5.3 Language

a) The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

3.5.4 Late Bids

a) BISCORE shall not be responsible for any delay in submission of the bids. No further correspondence on the subject will be entertained.
b) BISCORE reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

3.6 Evaluation Process

a) BISCORE will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders
b) The Proposal Evaluation Committee constituted by BISCORE shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
c) The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
d) The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals
e) The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
f) Each of the responses shall be evaluated as per the criterions and requirements specified in this RFP.

3.6.1 Tender Opening

The Proposals submitted up to 23rd Dec 2021, 3:00 pm shall be opened on 23rd Dec 2021, 3:30 pm by BISCORE or any other officer authorized by BISCORE, in the presence of such of those Bidders or their representatives who may choose to be present at the time of opening.
The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to identify their bonafides for attending the opening of the proposal.

3.6.2 Tender Validity

The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of submission of Tender.

3.6.3 Tender Evaluation

I. Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive, if Proposals :
   A. Are not submitted in as specified in the RFP document
   B. Received without the Letter of Authorization (Power of Attorney)
   C. Are found with suppression of details
   D. With incomplete information, subjective, conditional offers and partial offers submitted
   E. Submitted without the documents requested in the checklist
   F. Have non-compliance of any of the clauses stipulated in the RFP
   G. With lesser validity period

II. All responsive Bids will be considered for further processing as below.
   A. BISCORE will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process define in this RFP document. The decision of the Committee will be final in this regard.

4 Criteria for Evaluation

I. First the Pre-Qualification Proposal will be evaluated and only those bidders who qualify the requirements will be eligible for next set of evaluations. Technical Proposal and Commercial Proposal of Bidders who do not meet the Pre-Qualification criteria will be returned without opening.

II. The technical score of all the bidders would be calculated as per the criteria mentioned below. All the bidders who achieve at least 70 marks in the technical evaluation would be eligible for the next stage, i.e. Financial Bid opening.

III. Proposals of Companies would be evaluated as per Technical Evaluation Criteria. Agencies / firms should clearly indicate, giving explicit supporting documentary evidence, with respect to the required criteria, in absence of which their proposals will be rejected summarily at the qualification stage itself.

4.1 Pre-Qualification Criteria

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal
1.	The responding firm / agency (a) Should have submitted a **EMD of Rs. 20 lakhs (Twenty Lakhs only)**	(a) DD or BG for **Rs. 20 lakhs** (b) The original bank guarantee must be furnished in the format prescribed in Annexure 10: Form 3
2.	Legal Entity • Company should either be a registered company under Companies Act, 1956/2013,	Certificate of Incorporation GST Registration Certificate

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal
	Partnership Firm/LLP or a proprietorship in similar line of business • Registered with the GST Authorities • Should have been operating for the last five years	CA's Certificate in case of proprietorship
3.	The Firm / Company should be in the business as Implementing Agency for at least 5 years as of 31st March 2021	Annexure 10: Form 2 Details of Responding Firm & Memorandum & Articles of Association should be attached, and Work orders confirming year and Area of activity
4.	The responding firm shall not be under a declaration of ineligibility for corrupt or fraudulent practices.	A self-certified letter by the designated official of the responding firm or Annexure 10 Form 1: Notice of Intent to Submit Proposal in Response to RFP Notice
5.	The Net Worth of the responding firm must be positive as per the last audited Balance Sheet.	Chartered Accountant Certificate for Net worth
6.	• The responding firm should be ISO 9000:2008 certified. • The responding firm must be ISO 27001 certified • The responding firm shall be assessed to be at CMMi level 3	Copy of certification which is valid on date of submission.

S. No.	Requirement	Criteria	Documents Required
1	Average Annual Sales Turnover generated from services related to System Integration (Agency)/ IT Services during the last three (3) financial years (FY 18-19, FY 19-20 and FY 20-21) as per the last published balance sheets	Rs. 20 Crores or more	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor.
2	Company experience in implementation of integrated turnkey projects around scanning/Indexing and digitization as an Implementing Agency in India.	One 3 Crore Project OR Two 2 crore Projects OR	Annexure 10: Form 6: Details of Experience of responding firm/ Project Citation for 3 projects supported with Work order and Proof of Go-live/

S. No.	Requirement	Criteria	Documents Required
	Number of such Assignments of value (as specified for tiers) which have been completed/ongoing in the past 5 years (FY 16-17, FY 17-18, FY 18-19, FY 19-20 and FY 20-21,)	Three 1.25 crore Projects	Project completion certificates from client
3	The responding firm must have a minimum number of IT Staff of technically qualified personnel in the domain of systems integration, as on 31st March, 20 on its roll.	100	Certificate from HR Department for number of technically qualified professionals employed by the company

4.2 Technical Evaluation Criteria

I. Technical proposal of the bidders will be opened and evaluated who meets all the prequalification criteria.

II. The evaluation committee will evaluate the Technical Proposals on the basis of the technical evaluation criterion as provided below.

S. No	Criteria	Max Criteria/ Sub Criteria Marks
1	Past Experience of the responding firm	30
2	Solution proposed for scanning and digitization	40
3	Work Plan approach and proposed methodology	10
4	Adequacy and Quality of Resources proposed for Deployment	20
	Total Points	100

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
1	**Past Experience of the responding firm**			**30**	
a.	**Scanning and Digitization Solutions**	At least TWO completed / ongoing scanning and digitization projects each having a	> 4 Projects – 20 points; 4 Projects - 16 points; 3 Projects - 12 points; 2 Projects - 8 points;	**20**	Form 4, supported by documentary evidence

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
		minimum value of INR 3 crore. The project should have some or all of the following components : – Scanning – Digitization – Indexing	else 0.		
b.	**Manpower provisioning** *(value excluding other project components ; in case value is not explicitly mentioned, it would be assumed at 40% of the project value)*	Whether the Firm has provided manpower in at least ONE of the work orders of similar size in the last 5 years.	Value of manpower services: > INR 75 lakhs = 5 points; >INR 50 lakhs but less than INR 75 lakhs=4 points; > INR 35 lakhs but less than INR 50 lakhs=2 points; else 0	**5**	Form 4, supported by documentary evidence
e	**Projects in India**	Agency Projects undertaken in India involving at least 3 locations with a value of more than INR 75 lakhs per project	> =3 Projects – 5 points; 2 projects - 3 point 1 Project - 1 points; else 0 However if any one of the projects undertaken has a value more than INR 1 crores – 5 points	**5**	Form 4, supported by documentary evidence
	Note : **1.** For all the above, the Completion Certificate of the projects completed in the last 5 years (as on 31 March 2021) need to be provided (issued to the responding firm by the respective customers)				

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
	2. The value of the projects considered in the above criterion would be based on the Purchase Order or the LOI issued to the responding firm. In absence of the supporting documents, the projects would not be considered for evaluation				
2	**Solution proposed**			**40**	
a.	**Proposed solution**	Requirements addressed as mentioned in different parts of the RFP and the quality of the solution	Evaluation Committee will evaluate whether all the points/ requirements mentioned in the RFP are addressed well and award points accordingly, the important parameters being:- – Solution conceptualized for this project. – 2 points – Manpower deployment -2 points – Quality Control Procedures suggested by responding firm - 2 points – Comprehensiveness of plan for collecting the registers and putting it back in order – 4 points	**10**	**-**
b.	**Proposed Approach and methodology**	Evaluation Committee will evaluate whether the implementation methodology is in line with the requirement. The important parameters being:- - Plan for meeting the SLA norms. - Redundancy and failover options.	In this section, the responding firm should: – Explain the understanding of the project requirements, highlight the expected support from the department, approach to the services, SLA management methodology, methodology for carrying out the activities for expected output - 5 points	**10**	**-**

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
		- Spare equipment availability plans	– Highlight the associated risks / problems and plans for mitigation and explain the technical approach it would adopt to address them – 3 points – Explain the methodologies the responding firm proposes to adopt and highlight the compatibility of those methodologies with the proposed approach - 2 points		
c	**Training**	Proposed Training and Change Management plan description to be looked into	The Evaluation will be based on: – Proposed Training Schedule – 4 point – Plan to develop Training Manuals – 4 point – Areas/domains covered – 1 point – Number & Quality of personnel to be deployed for training at the site of Implementation of the Project - 1 point	**10**	**-**
d	**Formation/ Location of Helpdesk & other manpower support**	Proposed methodology of formation of the manpower support team. Operating and Maintaining Infrastructure	The Evaluation will be based on – Proposed Staff details – Areas/domains covered	**10**	**-**

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
3	**Proposed Approach & Methodology**			**10**	
a.	**Project Management**	The overall approach to be looked into	The overall project management approach adopted by the responding firm to implement the project to meet the timelines.	**5**	**-**
b.	**Detailed Work Plan**	The description and quality of the work plan to be looked into.	Evaluation will be based on the detailed Project Plan including day wise, week wise activities with Work Breakdown Structures, Project estimates, milestones etc.	**5**	Form 7
4	**Resource Deployment**			**20**	
a	**Quality of CV for the full time Project Manager proposed for the project manager**	Quality of the application support personnel to be looked at Maximum of 5 CVs who would be working full time on project	Qualification/relevant certification of the People Involved	**10**	Forms 5 & Form 6
b	**Quality of District level resource**	Quality of the team to be looked at Maximum of 8 illustrative CVs who would be working at District level	Education Qualification/ relevant certification of the people involved	**10**	Forms 5 & Form 6
	Total Points			**100**	

4.3 Technical Bid Evaluation

I. As part of the Technical Evaluation, in the first step, the Technical Bids will be examined to ascertain responsiveness of the Technical bids with the General Terms and Conditions of the Contract and Technical Requirements & Scope of Work as defined in the RFP.

II. In the second step, the Technical Evaluation of the responses of the Bidders will be evaluated, based on Technical criteria set in this Bid Document.

III. **The Technical evaluation shall involve:**

a) Document-based evaluation of the Technical Bids

b) Technical discussions with the key personnel proposed for the e-District Project in the Technical Bid

IV. Based on the 'Evaluation Parameters' as tabulated above, the bidder's technical proposal shall be evaluated. For the purpose of detailed technical evaluation, technical marks shall be awarded based on the detailed evaluation criteria. The technical marks shall then be converted into Technical Score ($\mathbf{S_T}$) in percentage. 1 Technical mark corresponds to 1 Technical Score in percentage. Technical Score ($\mathbf{S_T}$) in percentage shall be computed for each bid. It i**s** mandatory for Bidders to secure minimum qualifying score of **70**%, out of the maximum Technical Score in order to be shortlisted as a **Technically Qualified Bidder (TQB)** and for further evaluation in subsequent stages, namely, commercial bid evaluation.

4.4 Opening of Commercial Bids

The Purchaser will open the Commercial Bids of only Technically Qualified Bidders (TQB), in the presence of the representatives of the Technically Qualified Bidders who choose to attend, at the time, date and place, as decided by the Purchaser.

4.5 Commercial Bid Evaluation

I. The Financial Bids of technically qualified bidders (i.e. above 70 marks) will be opened on the prescribed date in the presence of bidder representatives.

II. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.

III. The bid price considered should be 'excluding' taxes. Taxes to be charged as applicable at the time of the Invoice.

IV. Any conditional bid would be rejected.

V. Errors & Rectification: 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 there is a discrepancy between words and figures, the amount in words will prevail".

VI. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.

VII. The Total Bid Price, as computed by the Purchaser shall be used for the purpose of commercial evaluation of bids.

VIII. In the event that there are 2 or more bidders having the same value in the financial bid, the bidder securing the highest technical score will be adjudicated as the "Best responsive bid" for award of the Project.

4.6 Award Criteria

BISCORE will award the Contract to the successful bidder whose financial proposal is the lowest and would consider it as substantially responsive as per the process outlined above.

4.7 Right to Vary Scope of Contract at the time of Award

i) The Purchaser may at any time, by a written order given to the Bidder, make changes within the quantities, specifications, services or scope of the Contract as specified.

ii) If any such change causes an increase or decrease in the cost of, or the time required for the Bidder's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract Price or time schedule, or both, and the Contract shall accordingly be amended. Any claims by the Bidder for adjustment under this Clause must be asserted within thirty (30) days from the date of the Bidder's receipt of the Purchaser's changed order.

5 Appointment of Agency

5.1 Right to Accept Any Proposal and To Reject Any or All Proposal(s)

BISCORE reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for BISCORE action.

5.2 Right to split the volume of work

The department reserves the right to award the work as per suitability to other bidders at L1 rates if it is required to get the work finished within the stipulated time frame.

5.3 Notification of Award

I. Prior to the expiration of the validity period, BISCORE will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, BISCORE, may like to request the bidders to extend the validity period of the bid.

II. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, BISCORE will notify each unsuccessful bidder and return their EMD.

5.4 Contract Finalization and Award

I. BISCORE shall reserve the right to negotiate with the bidder(s) whose proposal has been most responsive. On this basis the draft contract agreement would be finalized for award & signing.

II. BISCORE may also like to reduce or increase the quantity of any item in the Scope of Work defined in the RFP. Accordingly total contract value may change on the basis of the rates defined in the financial proposal.

5.5 Performance Guarantee

I. BISCORE will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of ownership. The Performance Guarantee should be valid for 60 days beyond the period of contract. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, BISCORE at its discretion may cancel the order placed on the selected bidder without giving any notice. BISCORE shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or BISCORE incurs any loss due

to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

5.6 Signing of Contract

I. After BISCORE notifies the successful bidder that its proposal has been accepted, BISCORE shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between BISCORE and the successful bidder. The Draft Legal Agreement is provided as a separate document as a template.

5.7 Failure to Agree with the Terms and Conditions of the RFP

I. Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event BISCORE may award the contract to the next best value bidder or call for new proposals from the interested bidders.

II. In such a case, BISCORE shall invoke the PBG of the most responsive bidder.

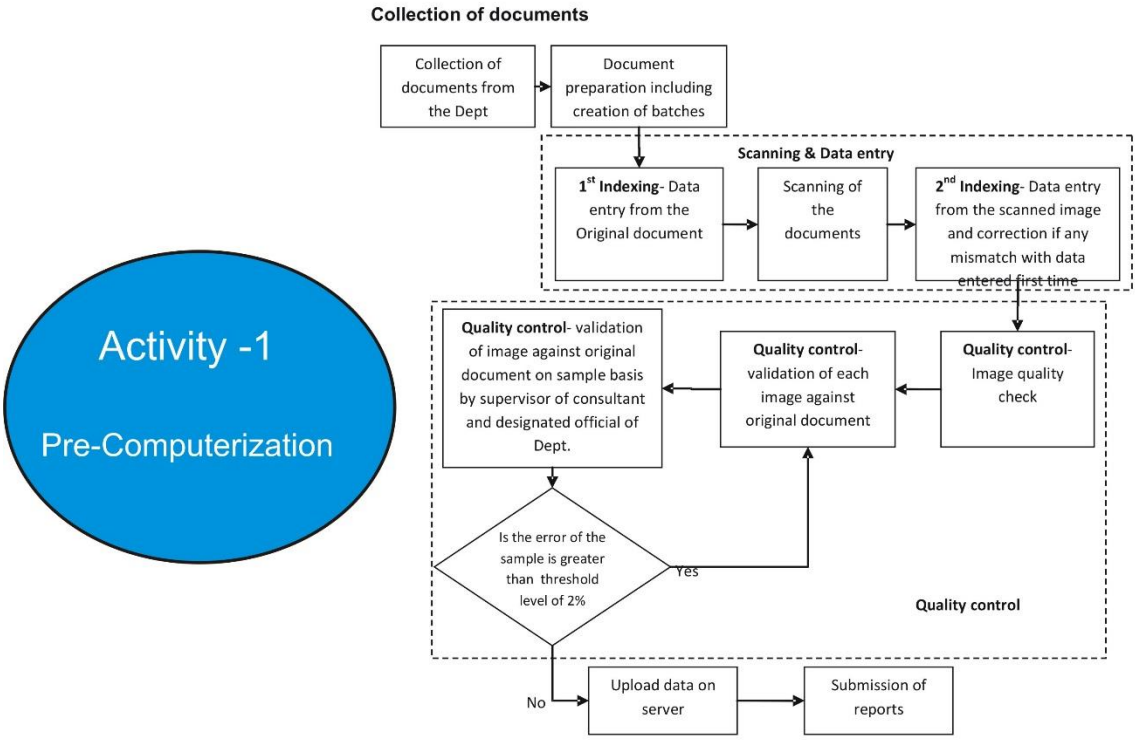
6 Data Digitization

Data digitization and migration need to be carried out for data lying at various District level offices, as per the requirement specified in the RFP. Also, the Agency has to adhere to all timelines and Service Level Agreements as outlined in the RFP.

6.1 Pre-Computerization (Year 1950-1995)

The following activities need to be performed as part of this project:

- Collection of documents
- Scanning and Data Entry of old records
- Quality Control w.r.to the Image and Data
- Uploading scanned image and data on Database Server in the Data Centre (offline)
- Quick system for retrieval of old records (locally)



6.1.1 Batch

A batch is defined as 4-5 Number of Volumes containing approximately 2500 pages (@6 PPM) to be scanned per day.

6.1.2 Setting up scanning infrastructure

The selected partner (referred to as partner from here on) would need to setup the scanning infrastructure in all District Sub Registry or various Sub Registry offices where the records are located. The department would provide the necessary space to setup the scanning infrastructure and would also provide basic furniture and electricity. The partner would be responsible for augmenting the setup with requisite number of equipment namely, scanners (scan type should be - book scanner with the speed of 10 PPM), power back-up comprising generators and UPS, computers, application software etc. The partner would also be responsible for deploying sufficient manpower to carry out the task in a timely manner.

6.1.3 Develop customized application

The partner would need to ensure that the application developed should be able to support operations in a networked as well as a web-enabled environment.

Application software requirement

The partner would need to develop application software which must have at least the following features:

- Scanning

  - Scanner interface should be provided so that the documents are directly scanned into the respective folders and sub-folders in the database by the application
  - The application should be able to correlate multiple scanned documents to a single transaction as necessary through suitable tags
- Storage
  - There should be provision for structured filing mechanism which would be based on multiple folders and sub-folders.
  - Nomenclatures used by the application should tally with the nomenclature used by the Registration Dept.
  - Inputs will be provided by designated Registration Dept. officials for developing the required filing structure and nomenclature to be used
  - Version control system should be devised and followed for the documents stored
- Indexing
  - The Registration Dept. in conjunction with the NIC will provide the meta data field structures
  - The application should support multilingual data entry (English and Hindi)
  - The workflow will have provision for entering of index data in 2 stages as according to the digitisation workflow specified earlier
    - The first data entry will happen from the original document before scanning
    - The second data entry will happen from the scanned image
- Sample fields for indexing for documents before 1995:

(1) Document Details

Token No	Reg. Year	Serial No	Book No.	Deed No.	Registration Date	DSRO/SRO	Transaction Type

(2) Presenter Details

Presenter Name	Father/Husband Name	Address	Sex

(3) Party Details

S. No.	Type	Name	Father / Husband Name	Sex	Address
1					
2					

(4) Property Details

#	Property Type	DSRO / SRO	Circle	Thana	Khata	Plot	Area (in Decimal)	East	West	North	South
1											

- The data entry for documents shall be for 30 fields.

- Search and Retrieval
    - There should be provision for browser based search and retrieval
    - The Search function should be operable on various criteria such as name, address, and other property details.
    - The search should have multilingual features (English and Hindi)
    - Features such as word stemming, intuitive searching and proximity searching should be available
- Role based user access
    - The different levels of users will be defined by the Registration Dept.

The application to be developed must comply with the following requirements at a minimum:

- Compatibility with other applications currently being run by the department using standard interfaces.
- The software should be based on Open-standards and the source code should be provided to the department at the end of the contract period. If the department wishes to carry out any customizations by itself/other vendors after the contract period, it should be able to do so.The application should have the compatibility with the database server for data storage
- Easy to use with a Graphical User Interface (GUI)
- Adequate administration controls including security features that facilitate the process of setting access controls at multiple levels
- Function in a networked as well as web-enabled environment with multiple users
- Ability to print reports directly through networked printers
- Built-in back up and data recovery features in the event processing is disrupted due to power loss or other interruptions
- Online help and printed user manuals

The IPR and ownership of the application developed would remain with the Registration Dept.

The partner would also need to impart training to the local departmental officials on the features and usage of the application. The partner would also needs to provide handholding support to Registration Department officials for querying, retrieving and other required operations till 6 months after passing over the application to the Registration department.

The department would hand over the documents to be scanned (in a pre-decided sequence i.e. 1995 backwards) to the partner at regular intervals. The documents to be scanned are maintained by the BISCORE, Department of Prohibition, Excise and Registration, Government of Bihar

department in the form of books which are named by volume numbers. Typically each volume contains around 100 documents or 600 pages. The documents to be scanned may vary in size i.e. A4, A3 and 18 inches X 12 inches.

The partner would have to carry out the following activities:

6.1.4 Receipt of documents

- Documents handed over by the department in the form of books would need to be counted, the number of pages also needs to be counted, numbered and entered into a log register before taking them to the scanning area.
    - The documents should be serially numbered to facilitate verification with the log register before handing them back to the department
    - The chronology of the documents should not be disturbed
    - If any pages are missing it should be highlighted to the Department officials immediately for action and resolution
- Make necessary arrangements to ensure the security of the documents handed over by the department. In case of loss of any document, the partner would be penalised and the Department may also resort to legal action. The department would constitute a committee to assess the nature and extent of loss and finalise remedial measures

6.1.5 Document preparation

- The books would need to be categorised into the following:
    - Documents which do not need any action
    - Documents which need dusting and cleaning
    - Documents which are creased and need hot air fanning or ironing
    - Documents which are creased and need ironing
    - Documents which are too brittle and are prone to damage in case of any kind of physical handling
- The books thus would need to be categorised into batches and the quality checks would be based on batches of documents scanned
- The partner should satisfy itself that the books cannot be unbound

6.1.6 Scanning

For the activity of scanning, the partner would need to ensure the following:

- The partner is expected to use book scanners to conduct the scanning exercise. The book scanners employed should support A3, A4 and 18 inches X 12 inches scanning
- The minimum resolution should be of 300 dots per inch (DPI). In case the scanned documents are not legible, it would be the partner's responsibility to scan the documents again at a higher resolution i.e. 600 DPI and higher
- The scanning should produce documents in colour
    - In case the documents are not visible then the document scanning should be done in grey scale

- The scanned files would need to be saved in PDF format. The scanning activity would need to follow the sequence in which documents are handed over to the partner by the department.
- Contents of the digitised documents should be an exact replica of the original documents handed over by the department. It is a mandatory condition for the partner to authenticate the validity of the digitised documents before handing them over back to the department.
- Documents handed over by the department for digitisation cannot be removed from the premises allocated to the firm by any means
- Under no circumstances should the partner change, unbind, mutilate, destroy or replace the documents handed over to by the department

The confidentiality of the data should be strictly maintained and it will need to be certified that the agency is not carrying any data with him at any point of time during and after the execution of the project

6.1.7 Indexing

The partner needs to ensure that all documents are indexed with given parameters. Indexing would be critical for the success of the project in terms of identification and categorisation of the scanned data to enable logical storage and quick retrieval of the same. The key words to be used for indexing (also referred to as metadata) would be finalized in consultation with the partner prior to commencement of the exercise.

- In order to have a higher accuracy of indexing, the metadata would have to be entered twice.
- The first time the metadata would have to be entered directly from the original document
- The second time the metadata has to be entered from the scanned images. At this stage, if there is any mismatch found between the first entry and the second entry, the second entry will have to be rechecked and the specific field re-entered.

This would ensure that any errors arising from data entry are reduced.

6.1.8 Quality Control

A number of quality checks will have to be put in place in order to ensure the quality and validity of the scanned data.
At the first level, the partner will have to conduct quality control of the following:

A. Image quality check

B. Validation of the image against the original data

C. Data entry of deeds including meta data

A. Image quality check

The partner would need to ensure that the quality of the scanned documents is enhanced to the optimum level. The scanning operator would need to follow a checklist comprising the following:

- Clarity of the scanned documents
- Skew correction to make the documents straight
- Remove black noises around the text
- De-speckle (remove small dots between the text)
- Provide equal margins around the text
- Brightness and contrast adjustment

- Folds removal
- Maintain prescribed resolution

In case the output of the scanned document is not satisfactory, the operator would rescan the document at a higher resolution.

B. Validation of the image against the original data

- Check for missing documents if any
- Check whether the images are as per the document sequence and its resolution by electronically rearranging the sequence
- Check the visual quality of the image vis-à-vis the original document
- These will be carried out by data entry operators and scanning operators

At a second level, a supervisory level staff of the partner either individually or jointly with a designated registration Department official will conduct a verification of the scanned images with the original documents on a sample basis. If the error at this stage is greater than a threshold level of 2%, the whole batch will have to individually check. The errors generated and the corresponding resolution will have to be noted in an error log which has to be maintained at each site and will be the responsibility of the respective Sub-registrar. The required periodicity, sampling ratio and the threshold level for errors will be specified by the department in discussion with the selected partner before the start of the project

6.1.9 Upload data on server

- Post completion of the scanning & indexing activities and quality control, the data would be required to be uploaded in Data Centre at HQ.

6.1.10 Submission of reports

The partner would be required to maintain and submit MIS reports to the department on a periodical basis during the execution of the project. The MIS reports would need to be submitted in formats specified by the Registration Department from time to time.

6.1.11 Errors %

This will be calculated on page basis in a batch.

6.1.12 Location of work

Concerned office, where the record is lying, or at a central place in the District as provided by the concerned department. Bidder has to arrange all necessary facilities not limited to electricity, power back up, water, cleaner, computers & other hardware on his own.

6.1.13 Loss of data

- Bidder should take good care of all Government records and will be responsible for security of the record from time of receipt to time of delivery.
- Penalty for per record will be charged against the loss or damage of record.

- The bidder should not accept illegible record. Non-readable record at the time of returning of the data will be considered as damaged record.

Please note:

I. Along with the entry, in some cases they may be required to attach the scanned copy of original records, so as to facilitate any future validation of data entry
II. The Data digitized/ migrated should be Unicode compliant.

6.2 Sign off Deliverables / Exit Criteria

I. Data Digitization Strategy Document
II. Scanning Strategy & Methodology Document.
III. Approval by Purchaser / PMU on successful digitization of data.

6.3 Approximate Quantum of work

Scanning and indexing will required to be accomplished at the respective District Registry/Sub-Registry Offices. The uploading of the entire data is proposed at the HQ data centre (in offline mode). **The total number of documents to be scanned shall be approximately 1 crore with each document containing approximately 5 pages.**

Table (Number of Indicative Documents*)

Zone No.	Districts
1	Patna, Nalanda, Bhojpur, Rohtas, Buxer, Kaimur
2	West Champaran, East Champaran, Muzaffarpur, Sitamarhi, Sheohar, Vaishali
3	Saran, Siwan, Gopalganj
4	Darbhanga, Madhubani, Samastipur
5	Saharsa, Madhepura, Supaul
6	Purnia, Araria, Katihar, Kashinganj
7	Bhagalpura, Banka
8	Munger, Jamui, Khagaria, Lakhisarai, Begusarai, Sheikhpura
9	Gaya, Nawada, Aurangabad, Jehanabad, Arwal

* A document may contain 5-6 pages on an average

6.4 Timelines

The project duration is two year from the date of contract signing extendable up to a further six months as per requirements.

6.5 Payment and penalties

The vendor is expected to scan, digitize and index minimum 300 documents per day on an average per month ((i.e. 9,000 per month). **Payments shall be made of quarterly basis on achieving the SLA levels as per certification of the department.** In case SLAs are not met, requisite penalties shall be imposed as per section 7 of this RFP.

7 Service Level Agreements and penalties

7.1 Data Digitization Activities

S. No.	SLA Terms	Description
1.	**% Accuracy**	Purchaser officials will physically verify the digitized records submitted by the Agency vendor against the original records and will identify the erroneous fields in each record. The % accuracy for each batch will be calculated as follows: Total no. of erroneous fields in the batch - X Total no. of records in the batch - Y Field per record - N Accuracy per batch (%) = (X*100)/(Y*N)
2.	**Digitization Cost**	Digitization cost = A*Y, where "A" is the rate per record digitized and Y is the total no. of records in the batch.

S No	Service Category	Service Level Objective	Method of measurement	Reporting Period	Target Service Level	Penalties
1	Data Accuracy	Accuracy of data digitized or migrated by the Agency as compared as original record	Purchaser designated team shall take physical count of the data migrated/digitized and uploaded in the new system and also review for accuracy against original source data	Fortnightly	95%	25% of scanning /digitization cost of erroneous records. Also Agency will have to correct an incorrect record at no extra cost
2	No of documents per day	As specified in the RFP	The team shall submit a daily count to the department with proof	Monthly	As applicable	Payment on actuals shall be made based only if 95% target is achieved daily. Rs. 10000/- penalty to be imposed per percentage drop below 95% till 90%

Please note:

- *Accuracy of less than 90% will be considered as the Breach of the Agreement and Purchaser reserves the Right to terminate the agreement.*
- *For SLO at S no. 2, drop below 90% of the target will be considered as the Breach of the Agreement and Purchaser reserves the Right to terminate the agreement.*
- *In all such cases, where the accuracy is below 100%, the Agency will be responsible to carry out corrections with no additional cost to Purchaser*

8 Annexure

8.1 Annexure I: TECHNICAL BID TEMPLATES

The bidders are expected to respond to the RFP using the forms given in this section and all documents supporting Technical Evaluation Criteria.

Technical Proposal shall comprise of following forms:

Forms to be used in Technical Proposal

Form 1: Undertaking on Total Responsibility
Form 2: Particulars of the Bidder
Form 3: Bank Guarantee for Earnest Money Deposit
Form 4: Compliance Sheet for Technical Proposal
Form 5: Letter of Proposal
Form 6: Project Citation Format
Form 7: Proposed Solution
Form 8: Proposed Work Plan
Form 9: Team Composition
Form 10: Curriculum Vitae (CV) of Key Personnel
Form 11: Deployment of Personnel
Form 12: Deviations
Form 13: Manufacturers Authorisation Form
Form 14: Declaration on Source Code and Intellectual Property Rights
Form 15: Undertaking on Patent Rights
Form 16: Undertaking on Compliance and Sizing of Infrastructure
Form 17: Undertaking on Service Level Compliance
Form 18: Undertaking on Deliverables
Form 19: Undertaking on Support to Third Party Solution acceptance and certification
Form 20: Declaration of Activities sub-contracted
Form 21: Undertaking on Exit Management and Transition
Form 22: Declaration that the bidder has not been blacklisted

8.2 Form 1: Undertaking on Total Responsibility

No. Date:

To
The Secretary,
BISCORE
Vikash Bhawan, New Secretariat
Patna - 800015

Dear Madam/Sir,

Sub: Self certificate regarding Total Responsibility

This is to certify that we undertake total responsibility for the successful and defect free operation of the proposed Project solution, as per the requirements of the RFP.

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :
Designation :
Date :
Time :
Seal :
Business Address:

8.3 Form 2: Particulars of the Bidder

Agency No.	Information Sought	Details to be Furnished
A	Name and address of the bidding Company	
B	Incorporation status of the firm (public limited / private limited, etc.)	
C	Year of Establishment	
D	Date of registration	
E	ROC Reference No.	
F	Details of company registration	
G	Details of registration with appropriate authorities for service tax	
H	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

8.4 Form 3: Bank Guarantee for Earnest Money Deposit

No. Date:

To
The Secretary,
BISCORE
Vikash Bhawan, New Secretariat
Patna - 800015

Whereas <Name of the bidder> (hereinafter called 'the Bidder') has submitted the bid for Submission of <RFP Number> dated <Date> for <Name of the assignment> (hereinafter called "the Bid") to BISCORE

Know all Men by these presents that we < > having our office at <Address> (hereinafter called "the Bank") are bound unto BISCORE (hereinafter called "the Purchaser") in the sum of Rs. <Amount in figures> (Rupees <Amount in words> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <Date>

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or

2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid

    (a) Withdraws his participation from the bid during the period of validity of bid document; or

    (b) Fails or refuses to participate in the subsequent Tender process after having been short listed;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <insert date> and including <extra time over and above mandated in the RFP> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTHWITHSTANDING ANYTHING CONTAINED HEREIN:

I. Our liability under this Bank Guarantee shall not exceed Rs. <Amount in figures> (Rupees <Amount in words> only)
II. This Bank Guarantee shall be valid upto *<insert date>*)
III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before *<insert date>*) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

8.5 Form 4A: Compliance Sheet for Pre-Qualification Proposal

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance	Reference & Page Number
1.	The responding firm / agency (a) Should have submitted a **EMD of Rs. 20 lakhs (Rupees Thirty Lakhs only)**	The original bank guarantee must be furnished in the format prescribed in Annexure 10: Form 3	Yes/No	
2.	Legal Entity • Company should be registered under Companies Act, 1956 • Registered with the Service Tax Authorities • Should have been operating for the last three years (FY 14-15, FY 13-14 and FY 12-13)	Certificate of Incorporation Registration Certificate	Yes/No	
3.	The Firm / Company should be in the business as Implementing Agency for at least 5 years as of 31st March 2015	Annexure 10: Form 2 Details of Responding Firm & Memorandum & Articles of Association should be attached, and Work orders confirming year and Area of activity	Yes/No	
4.	The responding firm shall not be under a declaration of ineligibility for corrupt or fraudulent practices.	A self-certified letter by the designated official of the responding firm or Annexure 10 Form 1: Notice of Intent to Submit Proposal in Response to RFP Notice	Yes/No	
5.	The Net Worth of the responding firm must be positive as per the last audited Balance Sheet.	Chartered Accountant Certificate for Net worth	Yes/No	
6.	The responding firm should be	Copy of certification which is valid on date of submission.	Yes/No	

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance	Reference & Page Number
	• ISO 9000:2008 certified. • ISO 27001 certified • CMMi level 3			
7.	Average Annual Sales Turnover generated from services related to System Integration/ IT Services during the last three (3) financial years (FY 14-15, FY 13-14 and FY 12-13) as per the last published balance sheets	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor.	Yes/No	
8.	Company experience in implementation of integrated turnkey projects around scanning and digitization as an Implementing Agency in India. Number of such Assignments of value (as specified for tiers) which have gone live in the past 5 years	Completed Annexure 10: Form 6: Details of Experience of responding firm/ Project Citation for 3 projects supported with Work order and Proof of Go-live/ Project completion certificates from client	Yes/No	
9.	The responding firm must have a minimum number of IT Staff of technically qualified personnel in the domain of systems integration, as on 31st July, 2015 on its roll.	Certificate from HR Department for number of technically qualified professionals employed by the company	Yes/No	

8.6 Form 4B: Compliance Sheet for Technical Proposal

(The Technical proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the Technical proposal)

For Technical Evaluation

S. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
1	Covering Letter for Technical Proposal	As per Form 5	Yes / No	
2	**System Functionality:** Meeting the requirements of <department> in terms of how close the proposal is to the requirements for the solution as have been proposed	**A note containing the Mapping as per information provided**	Yes / No	
3	**Technology:** Demonstrated robustness of the technology deployed across other installations around the world, including – Scalability – Security – Ease of implementation	**A note containing details on** a) Solution b) Security c) System Performance d) Supported Platform Operating System e) Client Hardware Operating System f) Database g) System Management h) Auditing / Reporting features **i)** Disaster recovery & back-up **And Form 7**	Yes / No	
4	**India Specific Capabilities**: Number of Projects of similar nature in India and size of those projects in the past 5 years	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR	Yes / No	

S. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
		Work Order + Phase Completion Certificate (for ongoing projects) from the client Project citation (Form 6)		
5	**Industry Specific Capabilities:** Past experience of the bidder in executing similar assignments, size of those assignments in the past five years.	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate (for ongoing projects) from the client	Yes / No	
6	**Training:** Trainings proposed by the vendor and the amount of emphasis laid on Training the employees schedule details, locations, sessions and their description	A note on training containing a) Training model b) Approach c) Deliverables	Yes / No	
7	**Certifications and Credentials:** Quality of processes ISO, Security etc.	A copy of certificates	Yes / No	
8	**Profile of proposed team members:** Relevant assignment experience / Years of experience / Number of Certifications in Technology specific to Solution proposed	Form 9,10 and 11	Yes / No	
9	**Project Methodology, Support and Documentation**	Form 8 & additional notes/document for support & documentation	Yes / No	
10	**Inclusion of MSMEs in Project Delivery**	Letter of evidence and commitment that MSME	Yes / No	

S. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
		will be contracted the required value of work		
11	Tools and Assets As per requirement specified in Technical evaluation)	Tools and Assets which could be leveraged for the assignment [for e.g. Test Case Builders, Effort Estimators, PMU Tool, Load testing etc., depending on the relevance to the Scope of work] A note and demonstration of the Tool/Assets	Yes / No	
12	Deviations (if any)	Form 12	Yes / No	

8.7 Form 5: Letter of Proposal

No. Date:

To
The Secretary,
BISCORE
Vikash Bhawan, New Secretariat
Patna - 800015

Subject: Submission of the Technical bid for <Name of the assignment>

Dear Madam/Sir,
We, the undersigned, offer to provide Systems Implementation solutions to BISCORE on <Name of the Systems Implementation engagement> with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid sealed in a separate envelope.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,
Authorized Signature [*In full and initials*]: _____
Name and Title of Signatory: _____
Name of Firm: _____
Address: _____
Location: _____Date: _____
_____

8.8 Form 6: Project Citation Format

Relevant IT project experience (provide no more than 5 projects in the last 5 years)	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	

8.9 Form 7: Proposed Solution

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present Approach and Methodology divided into the following sections:

a) Solution Proposed
b) Understanding of the project (how the solution proposed is relevant to the understanding)
c) Technical Approach and Methodology

8.10 Form 8: Proposed Work Plan

No	Activity[1]	Calendar Months												
		1	2	3	4	5	6	7	8	9	10	11	12	n
N														

1 Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Purchaser approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.

2 Duration of activities shall be indicated in the form of a bar chart.

3 All activities should meet the 8/80 criteria i.e should at least take 8 hours and a maximum of 80 hours.

8.11 Form 9: Team Composition

Minimum team resources required from the development phase till the roll out of Phase II service

Resource category, Qualification & experience				Professional Staff			
Resource Category	No. proposed	Prescribed Qualifications	Minimum Experience	Name of Staff with qualification and experience	Area of Expertise	Position Assigned	Task Assigned
Project Manager		BE/B Tech /MCA with specialization in computers	7 years (with ability to steer the project ab initio)				
Training Lead		BE/B Tech /MCA with specialization in computers	3 years				
Resources for scanning and digitization		Minimum graduate	2 years' experience in scanning and digitization projects				

8.12 Form 10: Curriculum Vitae (CV) of Key Personnel

General Information	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: • Degree • Academic institution graduated from • Year of graduation • Specialization (if any) • Key achievements and other relevant information (if any)	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant names)	

Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure)
 	
Prior Professional Experience covering:
• Organizations worked for in the past
  ○ Organization name
  ○ Duration and dates of entry and exit
  ○ Designation Location(s)
  ○ Key responsibilities
• Prior project experience
  ○ Project name
  ○ Client
  ○ Key project features in brief
  ○ Location of the project
  ○ Designation
  ○ Role
  ○ Responsibilities and activities	

General Information	
○ Duration of the project Please provide only relevant projects.	
Proficient in languages (Against each language listed indicate if speak/read/write)	

8.13 Form 11: Deployment of Personnel

No	Name of Staff	Staff input in Months (in the form of a bar chart)[2]													Total staff man-months proposed
		1	2	3	4	5	6	7	8	9	10	11	12	n	Total
1															
2															
3															
N															
											Total				

1. Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category

2 Months are counted from the start of the assignment.

Full time input Part time input

8.14 Form 12: Deviations

[This section should contain any assumption on areas which have not been provided in the RFP OR any changes to the existing provisions of the RFP]

A - On the Terms of Reference

[*Suggest and justify here any modifications or improvement to the Scope of Work you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal.*]

B – Any other areas

8.15 Form 13: Deleted

8.16 Form 14: Declaration on Source Code and Intellectual Property Rights

No. Date:
No. Date:

To
The Secretary,
BISCORE
Vikash Bhawan, New Secretariat
Patna - 800015

Sub: Self-certificate regarding the source code and Intellectual property rights under this Project

Dear Madam/Sir,

I, authorized representative of _____, hereby solemnly affirm to the IPR and Source Code rights as defined in Clause __ of Part III of this RFP document.

In the event of any deviation from the factual information/ declaration, BISCORE reserves the right to terminate the Contract without any compensation to the Implementing Agency.

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :
Designation :
Date :
Time :
Seal :
Business Address:

8.17 Form 15: Undertaking on Patent Rights

No. Date:

To
The Secretary,
BISCORE
Vikash Bhawan, New Secretariat
Patna - 800015

Sub: Undertaking on Patent Rights

Dear Madam/Sir,

1. I/We as System Integrator (Agency) do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence.
2. I/We also confirm that there shall be no infringement of any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the equipment, systems or any part thereof to be supplied by us. We shall indemnify BISCORE against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, the Agency shall be responsible for the completion of the supplies including spares and uninterrupted use of the equipment and/or system or any part thereof to BISCORE and persons authorized by BISCORE, irrespective of the fact of claims of infringement of any or all the rights mentioned above.
3. If it is found that it does infringe on patent rights, I/We absolve BISCORE of any legal action.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)
Name :
Designation :
Date :
Time :
Seal :
Business Address:

8.18 Form 16: Undertaking on Compliance and Sizing of Infrastructure

No. Date:

To
The Secretary,
BISCORE
Vikash Bhawan, New Secretariat
Patna - 800015

Sub: Undertaking on Compliance and Sizing of Infrastructure

Dear Madam/Sir,

1. I/We as Implementing Agency do hereby undertake that we have proposed and sized the hardware and all software (including perennial and enterprise wide licenses, unless stated otherwise) based on information provided by BISCORE in its RFP document and in accordance with the service level requirements and minimum specifications provided and assure BISCORE that the sizing is for all the functionality envisaged in the RFP document.
2. Any augmentation of the proposed solution or sizing of any of the proposed solutions (including software and hardware) in order to meet the minimum RFP requirements and/or the requisite service level requirements given by BISCORE will be carried out at no additional cost to BISCORE during the entire period of Contract.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :
Designation :
Date :
Time :
Seal :
Business Address:

8.19 Form 17: Undertaking on Service Level Compliance

No. Date:

To
The Secretary,
BISCORE
Vikash Bhawan, New Secretariat
Patna - 800015

Sub: Undertaking on Service Level Compliance

Dear Madam/Sir,

1. I/We as Implementing Agency do hereby undertake that we shall monitor, maintain, and comply with the service levels stated in the RFP to provide quality service to BISCORE.
2. However, if the proposed resources and infrastructure are found to be insufficient in meeting the RFP and/or the service level requirements given by BISCORE, then we will augment the same without any additional cost to BISCORE.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :
Designation :
Date :
Time :
Seal :
Business Address:

8.20 Form 18: Undertaking on Deliverables

No. Date:

To
The Secretary,
BISCORE
Vikash Bhawan, New Secretariat
Patna - 800015

Sub: Undertaking on Deliverables

Dear
Madam/Sir,

1. I/We as Implementing Agency do hereby undertake that processes, deliverables/artefacts submitted to BISCORE will adhere to the quality and standards specified in this RFP.
2. We also recognize and undertake that the deliverables/artefacts shall be presented and explained to BISCORE and other key stakeholders (identified by BISCORE), and also take the responsibility to provide clarifications as requested by BISCORE.
3. We agree to abide by the procedures laid down for acceptance and review of deliverables / artefacts by the Department as stated in this RFP or as communicated to us from time-to-time.
4. We also understand that the acceptance, approval and sign-off of the deliverables by BISCORE will be done on the advice of Department and any other agency appointed by the Department for the same. We understand that while all efforts shall be made to accept and convey the acceptance of each deliverable in accordance with the Project schedule, no deliverable will be considered accepted until a specific written communication to that effect is made by BISCORE.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)
Name :
Designation :
Date :
Time :
Seal :
Business Address:

8.21 Form 19: Undertaking on Support to Third Party Solution acceptance and certification

No. Date:

To
The Secretary,
BISCORE
Vikash Bhawan, New Secretariat
Patna - 800015

Sub: Undertaking on Support to Third Party Solution Acceptance and Certification

Dear
Madam/Sir,

1. I/We understand that the System (including the application and the associated IT systems) may be assessed and certified by a 3rd party agency (to be identified by BISCORE) before the system is commissioned.
2. I/We understand that while the certification expenses will be borne by BISCORE, the responsibility to ensure successful acceptance and certification lies with the Implementing Agency.
3. I/We hereby undertake that we shall do all that is required of the Implementing Agency to ensure that system will meet all the conditions required for successful acceptance and certification.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :
Designation :
Date :
Time :
Seal :
Business Address:

8.22 Form 20: Declaration of activities sub-contracted

No. Date:

To
The Secretary,
BISCORE
Vikash Bhawan, New Secretariat
Patna - 800015

Sub: Declaration on Sub-contracting

Dear Madam/Sir,

I/ We hereby declare the following list of activities which we would be sub-contracted.

S. No.	Activity
1	
2	
3	
4	

I/ We would be responsible for ensuring that the sub-contracted work meets the requirements of the Department.

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)
Name :
Designation :
Date :
Time :
Seal :
Business Address:

8.23 Form 21: Undertaking on Exit Management and Transition

No. Date:

To
The Secretary,
BISCORE
Vikash Bhawan, New Secretariat
Patna – 800015

Sub: Undertaking on Exit Management and Transition

Dear
Madam/Sir,

1. I/We hereby undertake that at the time of completion of our engagement with the Department, either at the End of Contract or termination of Contract before planned Contract Period for any reason, we shall successfully carry out the exit management and transition of this Project to BISCORE or to an agency identified by BISCORE to the satisfaction of the Department. I/We further undertake to complete the following as part of the Exit management and transition:
    a. We undertake to complete the updation of all Project documents and other artefacts and handover the same to BISCORE before transition.
    b. We undertake to design standard operating procedures to manage system (including application and IT systems), document the same and train BISCORE personnel on the same.
    c. If Department decides to take over the operations and maintenance of the Project on its own or identifies or selects any other agency for providing operations & maintenance services on this Project, then we shall provide necessary handholding and transition support, which shall include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Infrastructure, handing over all relevant documentation, addressing the queries/clarifications of the new agency with respect to the working / performance levels of the infrastructure, conducting Training sessions etc.

3. I/We also understand that the Exit management and transition will be considered complete on the basis of approval from BISCORE.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :
Designation :
Date :
Time :
Seal :
Business Address:

8.24 Form 22: Declaration that the bidder has not been blacklisted

(To be submitted on the Letterhead of the responding agency)
{Place}
{Date}
No. Date:

To
The Secretary,
BISCORE
Vikash Bhawan, New Secretariat
Patna - 800015

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Subject: Self Declaration of not been blacklisted in response to the RFP for Selection of Agency

Dear Madam/Sir,

We confirm that our company, _____, is not blacklisted in any manner whatsoever by any of the State/UT and/or central government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Note: The Bidder shall necessarily provide a copy of 'Power of Attorney' authorizing the signatory for signing the Bid on behalf of the Bidder in its Pre-Qualification Bid.

8.25 ANNEXURE II: FINANCIAL PROPOSAL TEMPLATE

8.26 Form 1: Covering Letter

No. Date:

To
The Secretary,
BISCORE
Vikash Bhawan, New Secretariat
Patna - 800015

Subject: Submission of the Financial bid for <Provide Name of the Implementation Assignment>

Dear Madam/Sir/Madam,

We, the undersigned, offer to provide the Implementation services for <*Title of Implementation Services*> in accordance with your Request for Proposal dated <*Date*> and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <*Amount in words and figures*>. This amount is inclusive of the local taxes.

1. PRICE AND VALIDITY

- All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of <days> calendar days from the date of opening of the Bid.
- We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.
- We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

2. UNIT RATES

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

4. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

5. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

6. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the <Refer Section No.>. These prices are indicated Commercial Bid attached with our Tender as part of the Tender.

7. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded .to us, we shall submit the Performance Bank Guarantee as specified in the <Annexure III> of this RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [*Date*].

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,

We remain,

Yours sincerely,

Authorized Signature:
Name and Title of Signatory:
Name of Firm:
Address:

8.27 Form 2: Financial Proposal

S.No	Item	Total Price Per Page (Exclusive of Taxes)
1.	Data Scanning, Digitization and Indexing Cost per page inclusive of all activities required to accomplish the task. It includes training, software and any other overhead that the vendor might incur to accomplish the task successfully	

The financial bids shall not be part of the technical proposal and shall be uploaded separately as per the format provided in the eproc.bihar.gov.in website

Form 2A: Deleted

8.28 ANNEXURE III: TEMPLATE FOR PBG & CCN

8.29 Form 1: Performance Bank Guarantee

PERFORMANCE SECURITY

No. Date:

To
The Secretary,
BISCORE
Vikash Bhawan, New Secretariat
Patna - 800015

Whereas, <name of the supplier and address> (hereinafter called “the bidder”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <name of the assignment> to BISCORE (hereinafter called “the beneficiary”)

And whereas it has been stipulated by in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, **<Name of Bank>** a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the bidder, up to a total of **Rs.<Insert Value> (Rupees <Insert Value in Words> only)** and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. **<Insert Value> (Rupees <Insert Value in Words> only)** as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <*Insert Date*>)

Notwithstanding anything contained herein:

I. Our liability under this bank guarantee shall not exceed **Rs. <Insert Value> (Rupees <Insert Value in Words> only).**
II. This bank guarantee shall be valid up to <*Insert Expiry Date*>)
III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <*Insert Expiry Date*>) failing which our liability under the guarantee will automatically cease.

8.30 Form 2: Change Control Notice (CCN) Format

Change Control Note		**CCN Number:**
Part A: Initiation		
Title:		
Originator:		
Sponsor:		
Date of Initiation:		
Details of Proposed Change		
(To include reason for change and appropriate details/specifications. Identify any attachments as A1, A2, and A3 etc.)		
Authorized by :	Date:	
Name:		
Signature: Received by the IP	Date:	
Name:		
Signature:		
Change Control Note		**CCN Number:**
Part B : Evaluation		
(Identify any attachments as B1, B2, and B3 etc.) Changes to Services, charging structure, payment profile, documentation, training, service levels and component working arrangements and any other contractual issue.		
Brief Description of Solution:		
Impact:		

Deliverables:	
Timetable:	
Charges for Implementation: (including a schedule of payments)	
Other Relevant Information: (including value-added and acceptance criteria)	
Authorized by the Implementation Partner	**Date:**
Name:	
Signature:	

8.31 Deleted