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)-2022/1

Feb 2022

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1 Schedule of BidProcess

Sl. No.	Information	Details
1.	RFP No. and Date of Publication on web-site and time for which available for download	***BISCORE(Scanning)-2022/1*** **8 Feb 2022, from 3:00 pm till** **21Feb 2022, 11:00 am**
2.	Last date for submission of written queries for clarifications	**11 Feb 2022, 4:00 PM** **manoj.2024@gov.in**
3.	Date of pre-bid conference	**14Feb 2022, 4:00 pm at** **Conference Room, Department of Prohibition, Excise and Registration** **Vikash Bhawan, New Secretariat** **Patna – 800 015**
4.	Release of response to clarifications	**16 Feb 2022**
5.	Bid validity period	**180 days from the last date (deadline) for submission of proposals.**
6.	Last date (deadline) for submission of bids	**21 Feb 2022, 11:00 AM**
7.	Opening of Technical Bids	**21 Feb 2022, 11:30 AM**
9.	**Contact person for queries**	**Sh. Manoj Kumar Sanjay** **AIG cum Secretary, BISCORE Mob: 9110036305** **email: manoj.2024@gov.in**

2 BackgroundInformation

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 RegistrationDepartmentfunctionsasatrustedrecordkeeperforthecitizensof Biharbyregisteringvarious 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 scopefor malpractices. In SCORE, the data pertaining to deeds are captured in databases including photos and fingerprintsandtheentirecontentoftheregistereddeedsarecapturedthroughscannerandstoredinCDs and external hard disk as permanent records apart from the oracle data on the localserver.
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).Inthecomputerizedprocessthedatapertainingtodeedsarecapturedindatabases 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 softwaresolution.

The computerized registration has been implemented in 126 number of Registry/Sub-Registry offices locatedin38districtsofBihar.OnanaverageDistrictRegistryOfficeregisters100-150documentsperday whereas a Sub-Registry Office registers 50-70 documents per day. In numbers annually approximately 10 lakhs of documents are registered. A document/deed may contain on an average 3-4 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 digitalform.

2.2 Geographical spread and operating locations

It includes the State of Bihar across all districts.

3 Instructions to theBidders

3.1 General

1 Whileeveryefforthasbeenmadetoprovidecomprehensiveandaccuratebackgroundinformationand requirementsandspecifications,Biddersmustformtheirownconclusionsaboutthesolutionneededto meettherequirements.BiddersandrecipientsofthisRFPmaywishtoconsulttheirownlegaladvisers in relation to thisRFP.

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 Nocommitmentofanykind,contractualorotherwiseshallexistunlessanduntilaformalwrittencontract hasbeenexecutedbyoronbehalfofBISCORE.AnynotificationofpreferredbidderstatusbyBISCORE shallnotgiverisetoanyenforceablerightsbytheBidder.BISCOREmaycancelthispublicprocurement at any time prior to a formal written contract being executed by or on behalf ofBISCORE.

3 ThisRFPsupersedesandreplacesanypreviouspublicdocumentation&communications,andBidders should place no reliance on suchcommunications.

3.2 Compliant Proposals / Completeness ofResponse

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 itsimplications.

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

   A. Include all documentation specified in thisRFP;
   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 thisRFP.

3.3 Pre-Bid Meeting & Clarifications

3.3.1 Pre-bidConference

BISCORE shall hold a pre-bid meeting with the prospective bidders on 14 Feb 2022, 4:00 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 11 Feb 2022, 4:00 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 followingformat:

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 ofCorrigendum

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 thathave been posed by the bidders. The responses to the queries from all bidders will be distributed toall.

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 acorrigendum.

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-bidconference.

IV. Any such corrigendum shall be deemed to be incorporated into thisRFP.

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 ofProposals.

3.4 Key Requirements of theBid

3.4.1 Right to Terminate theProcess

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 withanyone.

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 thecontract.

3.4.2 ConsortiumBidding

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 DocumentFees

RFP document can be downloaded from the website www.eproc2.bihar.gov.in after paying tender fee of Rs. 10,000/-and processing fee of Rs. 3540 /. The fees will have to be paid through online on the above mentioned website. Proposals received without or with inadequate RFP Document fees shall be rejected.

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 ORBankGuarantee(intheformatspecifiedinAnnexureI:Form3)issuedbyanyScheduledbank infavourofI.G Registration,payableatPatna,andshouldbevalidfor180daysfromtheduedateofthe RFP.

b) EMD of all unsuccessful bidders would be refunded by **I.G Registration** 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: Form1.

c) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest onit.

d) The bid / proposal submitted without EMD, mentioned above, will be summarilyrejected.

e) The EMD may be forfeited:
   A. If a bidder withdraws its bid during the period of bidvalidity.
   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. TechnicalProposal
   C. CommercialProposal

b) Please Note that prices should not be indicated in the Technical Proposal but should only be indicated in the CommercialProposal.

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 theBid.

d) The bids shall be uploaded through http://eproc.bihr.gov.in as per the schedule given in this RFP and instructions available on thewebsite.

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 ofProposal

3.5.1 Proposal PreparationCosts

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,participationinmeetings/discussions/presentations,preparationofproposal,inproviding any additional information required by BISCORE to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bidprocess.

b) BISCORE will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the biddingprocess.

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) ThePropos alshouldbefilledbytheBidderinEnglishlanguageonly.Ifanysupportingdocuments submittedareinanylanguageotherthanEnglish,translationofthesameinEnglishlanguageisto be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shallgovern.

3.5.4 LateBids

a) BISCORE shall not be responsible for any delay in submission of the bids. No further correspondence on the subject will beentertained.
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 EvaluationProcess

a) BISCOREwillconstituteaProposalEvaluationCommitteetoevaluatetheresponsesofthebidders
b) The Proposal Evaluation Committee constituted by BISCORE shall evaluate the responses to the RFPandallsupportingdocuments/documentaryevidence.Inabilitytosubmitrequisitesupporting documents / documentary evidence, may lead torejection.
c) ThedecisionoftheProposalEvaluationCommitteeintheevaluationofresponsestotheRFPshall befinal.Nocorrespondencewillbeentertainedoutsidetheprocessofnegotiation/discussionwith theCommittee.
d) The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on theirproposals
e) TheProposalEvaluationCommitteereservestherighttorejectanyorallproposalsonthebasisof anydeviations.
f) Each of the responses shall be evaluated as per the criterions and requirements specified in this RFP.

3.6.1 TenderOpening

TheProposalssubmittedupto21Feb 2022,11:00 AMshallbeopenedon21Feb 2022,11:30 AM byBISCOREoranyotherofficerauthorizedbyBISCORE,inthepresenceofsuchofthoseBidders or their representatives who may choose to be present at the time ofopening.
Therepresentativesofthebiddersshouldbeadvisedtocarrytheidentitycardoraletterofauthority from the tendering firms to identify their bonafides for attending the opening of theproposal.

3.6.2 TenderValidity

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 TenderEvaluation

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 RFPdocument
   B. Received without the Letter of Authorization (Power ofAttorney)
   C. Are found with suppression ofdetails
   D. With incomplete information, subjective, conditional offers and partial offerssubmitted
   E. Submitted without the documents requested in thechecklist
   F. Have non-compliance of any of the clauses stipulated in theRFP
   G. With lesser validityperiod

II. All responsive Bids will be considered for further processing asbelow.
   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 thisregard.

4 Criteria forEvaluation

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 ProposalofBidderswhodonotmeetthePre-Qualificationcriteriawillbereturnedwithoutopening.

II. The technical score of all the bidders would be calculated as per the criteria mentioned below. All thebidderswhoachieveatleast70marksinthetechnicalevaluationwouldbeeligibleforthenext stage, i.e. Financial Bid opening.

III. ProposalsofCompanieswouldbeevaluatedasperTechnicalEvaluationCriteria.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-QualificationCriteria

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal
1.	The responding firm / agency (a)Shouldhavesubmitteda**EMDofRs.20lakhs (Twenty Lakhsonly)**	**(a)** DD or BG for **Rs. 20lakhs** (b) The original bank guarantee mustbe furnished in the format prescribed in Annexure 10: Form3
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
	• Registered with the GSTAuthorities • Should have been operating for the last five years	
3.	TheFirm/Companyshouldbeinthebusinessas Implementing Agency for at least 5 years as of 31stMarch2021	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 9000:2008certified. • The responding firm must be ISO 27001 certified • The responding firm shall be assessed to be at CMMi level3	Copy of certification which is valid on date of submission.

S. No.	Requirement	Criteria	Documents Required
1	Average Annual Sales Turnover generated from services relatedto System Integration (Agency)/ IT Services during the last three (3) financial years (either FY 18-19, FY 19- 20 and FY 20-21 or FY 17-18, FY 18-19, FY 19-20) as per the last published balancesheets	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 thepast5years(FY16-17,FY17-18, FY 18-19, FY 19-20 andFY 20-21,)	Three 1.25 crore Projects	Project completion certificates fromclient
3	The responding firm must have a minimum number of IT Staff of technically qualified personnel in thedomainofsystemsintegration, as on 31stMarch, 20 on itsroll.	100	Certificate from HR Department for number of technically qualified professionals employed by thecompany

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 providedbelow.

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 – 20points; 4 Projects - 16points; 3 Projects - 12points; 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 = 5points; >INR 50 lakhs but less than INR 75 lakhs=4points; > INR 35 lakhs but less than INR 50 lakhs=2points; 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. – 2points – Manpower deployment -2 points – Quality Control Procedures suggested by responding firm - 2points – Comprehensiveness of plan for collecting the registers and puttingit 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 parametersbeing:- - Plan for meetingthe SLAnorms. - Redundancy and failover options.	In this section, the responding firmshould: – Explain the understanding of the project requirements, highlight the expected supportfrom the department, approach to the services, SLA management methodology, methodology for carrying out the activities for expected output - 5points	**10**	**-**

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
		-Spare equipment availabilityplans	– Highlight the associated risks / problems and plans for mitigation and explain the technical approach it would adopt to address them – 3points – 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 lookedinto	The Evaluation will be basedon: – Proposed Training Schedule – 4point – Plan to develop Training Manuals – 4point – Areas/domains covered – 1point – Number & Quality of personnel to be deployed for training at the site of Implementation ofthe 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 Staffdetails – Areas/domainscovered	**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 firmtoimplementtheproject to meet thetimelines.	**5**	**-**
b.	**Detailed Work Plan**	The description and quality of the work plan to be lookedinto.	Evaluation will be based on the detailed Project Plan including day wise, week wise activities with Work BreakdownStructures, Project estimates, milestonesetc.	**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 beworking full time onproject	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 BidEvaluation

I. AspartoftheTechnicalEvaluation,inthefirststep,theTechnicalBidswillbeexaminedtoascertain responsiveness of the Technical bids with the General Terms and Conditions of the Contract and Technical Requirements & Scope of Work as defined in theRFP.

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

III. The Technical evaluation shallinvolve:

a) Document-based evaluation of the TechnicalBids

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

IV. Basedonthe'EvaluationParameters'astabulatedabove,thebidder'stechnicalproposalshallbe 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.TechnicalScore($\mathbf{S_T}$)inpercentageshallbecomputedforeachbid.Iti**s**mandatoryfor Bidders to secure minimum qualifying score of **70**%, out of the maximum Technical Score in order tobeshortlistedasa**TechnicallyQualifiedBidder(TQB)**andforfurtherevaluationinsubsequent stages, namely, commercial bidevaluation.

4.4 Opening of CommercialBids

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 BidEvaluation

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

II. Onlyfixedpricefinancialbidsindicatingtotalpricefor allthedeliverablesandservicesspecifiedin this bid document will be considered.

III. Thebidpriceconsideredshouldbe'excluding'taxes.Taxestobechargedasapplicableatthetime of theInvoice.

IV. Any conditional bid would berejected.

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 willprevail".

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

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

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 AwardCriteria

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 ofAward

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 asspecified.

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 changedorder.

5 Appointment of Agency

5.1 Right to Accept Any Proposal and To Reject Any or AllProposal(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 ofwork

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 thebid.

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 andAward

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. BISCOREmayalsoliketoreduceorincreasethequantityofanyitemintheScopeofWorkdefined in the RFP. Accordingly total contract value may change on the basis of the rates defined in the financialproposal.

5.5 PerformanceGuarantee

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 Warrantyperiod.Incasetheselectedbidderfailstosubmitperformanceguaranteewithinthetime 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 failstodischargetheircontractualobligationsduringtheperiodorBISCOREincursanylossdue

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

5.6 Signing of Contract

I. AfterBISCOREnotifiesthesuccessfulbidderthatitsproposalhasbeenaccepted,BISCOREshall 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 interestedbidders.

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

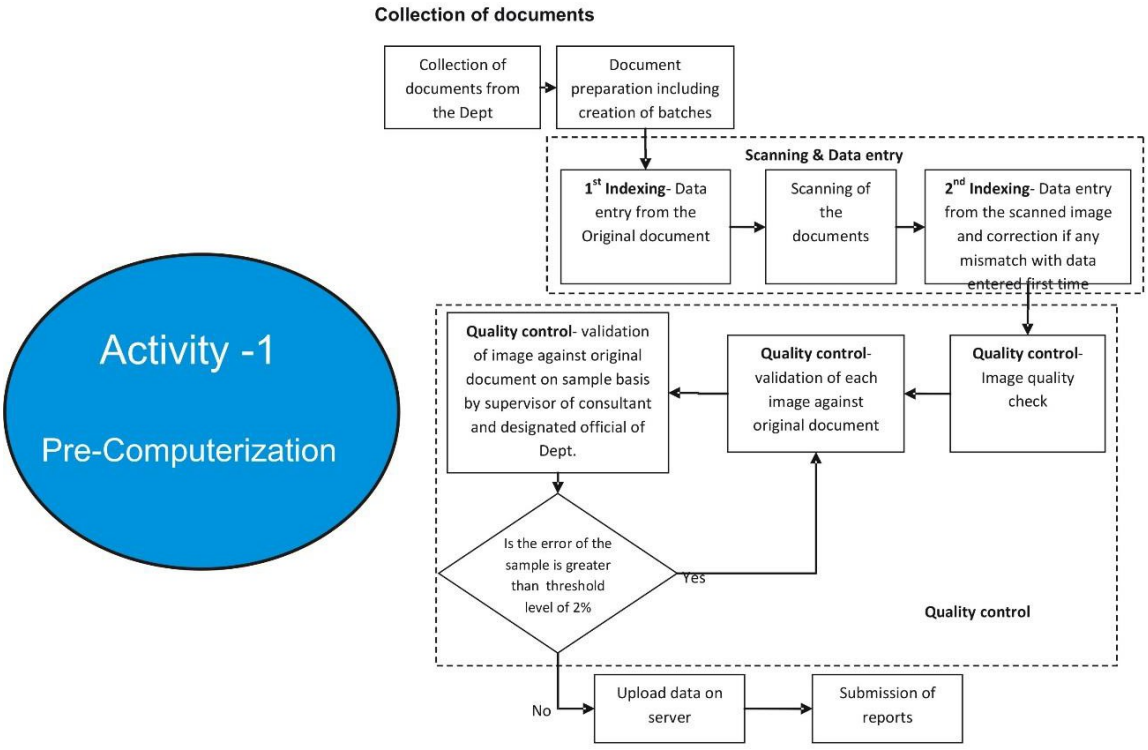
6 DataDigitization

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 (Year1950-1995)

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

- Collection ofdocuments
- Scanning and Data Entry of oldrecords
- Quality Control w.r.to the Image andData
- 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 scanninginfrastructure

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 theapplication
- Theapplicationshouldbeabletocorrelatemultiplescanneddocumentstoasingletransaction as necessary through suitable tags

- Storage
  - There should be provision for structured filing mechanism which would be based on multiple folders andsub-folders.
  - Nomenclatures used by the application should tally with the nomenclature used by the RegistrationDept.
  - Inputs will be provided by designated Registration Dept. officials for developing the required filing structure and nomenclature to beused
  - Version control system should be devised and followed for the documentsstored
- Indexing
  - The Registration Dept. in conjunction with the NIC will provide the meta data fieldstructures
  - The application should support multilingual data entry (English andHindi)
  - The workflow will have provision for entering of index data in 2 stages as according to the digitisation workflow specifiedearlier
    - The first data entry will happen from the original document beforescanning
    - The second data entry will happen from the scannedimage
- Sample fields for indexing for documents before1995:

(1) DocumentDetails

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

(2) PresenterDetails

Presenter Name	Father/Husband Name	Address	Sex

(3) Party Details

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

(4) PropertyDetails

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

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

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

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 standardinterfaces.
- 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 shouldhave the compatibility with the database server for datastorage
- Easy to use with a Graphical User Interface(GUI)
- Adequateadministrationcontrolsincludingsecurityfeaturesthatfacilitatetheprocessofsettingaccess controls at multiplelevels
- Function in a networked as well as web-enabled environment with multipleusers
- Ability to print reports directly through networkedprinters
- Built-in back up and data recovery features in the event processing is disrupted due to power loss or otherinterruptions
- Online help and printed usermanuals

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

Thepartnerwouldalsoneedtoimparttrainingtothelocaldepartmentalofficialsonthefeaturesandusage oftheapplication.ThepartnerwouldalsoneedstoprovidehandholdingsupporttoRegistrationDepartment officialsforquerying,retrievingandotherrequiredoperationstill6monthsafterpassingovertheapplication to the Registrationdepartment.

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

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 ofdocuments

- Documentshandedoverbythedepartmentintheformofbookswouldneedtobecounted,thenumber ofpagesalsoneedstobecounted,numberedandenteredintoalogregisterbeforetakingthemtothe scanningarea.
    - Thedocumentsshouldbeseriallynumberedtofacilitateverificationwiththelogregisterbefore handing them back to thedepartment
    - The chronology of the documents should not bedisturbed
    - If any pages are missing it should be highlighted to the Department officials immediately for action andresolution
- Makenecessaryarrangementstoensurethesecurityofthedocumentshandedoverbythedepartment. 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 remedialmeasures

6.1.5 Documentpreparation

- The books would need to be categorised into thefollowing:
    - Documents which do not need anyaction
    - Documents which need dusting andcleaning
    - Documents which are creased and need hot air fanning orironing
    - Documents which are creased and needironing
    - 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 documentsscanned
- The partner should satisfy itself that the books cannot beunbound

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 inchesscanning
- The minimum resolution should be of 300 dots per inch (DPI). In case the scanned documents arenot legible, it would be the partner's responsibility to scan the documents again at a higher resolution i.e. 600 DPI andhigher
- The scanning should produce documents incolour
    - 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 thedepartment.
- Contentsofthedigitiseddocumentsshouldbeanexactreplicaoftheoriginaldocumentshandedover bythedepartment.Itisamandatoryconditionforthepartnertoauthenticatethevalidityofthedigitised documents before handing them over back to thedepartment.
- Documents handed over by the department for digitisation cannot be removed from the premises allocated to the firm by anymeans
- Undernocircumstancesshouldthepartnerchange,unbind,mutilate,destroyorreplacethedocuments handed over to by thedepartment

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 enablelogicalstorageandquickretrievalofthesame.Thekeywordstobeusedforindexing(alsoreferred to as metadata) would be finalized in consultation with the partner prior to commencement of theexercise.

- In order to have a higher accuracy of indexing, the metadata would have to be enteredtwice.
- The first time the metadata would have to be entered directly from the originaldocument
- Thesecondtimethemetadatahastobeenteredfromthescannedimages.Atthisstage,ifthereisany mismatch found between the first entry and the second entry, the second entry will have to be rechecked and the specific fieldre-entered.

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

6.1.8 QualityControl

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 qualitycheck

B. Validation of the image against the originaldata

C. Data entry of deeds including metadata

A. Image qualitycheck

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 documentsstraight
- Remove black noises around the text
- De-speckle (remove small dots between thetext)
- Provide equal margins around thetext
- Brightness and contrastadjustment

- Foldsremoval
- Maintain prescribedresolution

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 originaldata

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

At a second level, a supervisory level staff of the partner either individually or jointly with a designated registrationDepartmentofficialwillconductaverificationofthescannedimageswiththeoriginaldocuments onasamplebasis.Iftheerroratthisstageisgreaterthanathresholdlevelof2%,thewholebatchwillhave 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 theproject

6.1.9 Upload data onserver

- Postcompletionofthescanning&indexingactivitiesandqualitycontrol,thedatawouldberequiredto be uploaded in Data Centre atHQ.

6.1.10 Submission ofreports

The partner would be required to maintain and submit MIS reports to the department on a periodical basis duringtheexecutionoftheproject.TheMISreportswouldneedtobesubmittedinformatsspecifiedbythe Registration Department from time totime.

6.1.11 Errors %

This will be calculated on page basis in a batch.

6.1.12 Location of work

Concernedoffice,wheretherecordislying,oratacentralplaceintheDistrictasprovidedbytheconcerned department. Bidder has to arrange all necessary facilities not limited to electricity, power back up, water, cleaner, computers & other hardware on hisown.

6.1.13 Loss ofdata

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

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

Please note:

I. Alongwiththeentry,insomecasestheymayberequiredtoattachthescannedcopyoforiginal records, so as to facilitate any future validation of dataentry

II. The Data digitized/ migrated should be Unicodecompliant.

6.2 Sign off Deliverables / ExitCriteria

I. Data Digitization StrategyDocument

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 numberofdocumentstobescannedshallbeapproximately3crorewitheachdocumentcontaining approximately 4pages.**

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 3-4 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 andpenalties

The vendor is expected to scan, digitize and index minimum 300 documents per day on an average per month((i.e.9,000permonth).**Paymentsshallbemadeofquarterlybasisonachievingthe SLAlevels aspercertificationofthedepartment.**IncaseSLAsarenotmet,requisitepenaltiesshallbeimposed as per section 7 of thisRFP.

7 Service Level Agreements andpenalties

7.1 Data DigitizationActivities

S. No.	SLA Terms	Description
1.	**%Accuracy**	Purchaser officials will physically verify the digitized records submitted by the Agency vendor against the original records andwill identifytheerroneousfieldsineachrecord.The%accuracyforeach batch will be calculated asfollows: Total no. of erroneous fields inthebatch - X Total no. of records inthebatch - Y Fieldperrecord - N Accuracy perbatch (%) = (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 alsoreview for accuracy against original source data	Fortnightly	95%	25% of scanning /digitization cost of erroneous records. AlsoAgency will have to correct an incorrect record at no extracost
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 theagreement.*
- *ForSLOatSno.2,dropbelow90%ofthetargetwillbeconsideredastheBreachoftheAgreement and Purchaser reserves the Right to terminate theagreement.*
- *In all such cases, where the accuracy is below 100%, the Agency will be responsible to carry out corrections with no additional cost toPurchaser*

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 TotalResponsibility

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 forservice Tax	
H	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

8.4 Form 3: Bank Guarantee for Earnest MoneyDeposit

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

KnowallMenbythesepresentsthatwe<>havingourofficeat<Address>(hereinaftercalled"theBank") 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 thesaid 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 shortlisted;

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 twoconditions, specifying the occurred condition orconditions.

Thisguaranteewillremaininforceupto<insertdate>andincluding<extratimeoverandabovemandated intheRFP>fromthelastdateofsubmissionandanydemandinrespectthereofshouldreachtheBanknot 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*<insertdate>*)
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 Guaranteeonorbefore*<insertdate>*)failingwhichourliabilityundertheguaranteewillautomatically cease.

(Authorized Signatory of theBank)

Seal:

Date:

8.5 Form 4A: Compliance Sheet for Pre-QualificationProposal

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 registeredunder Companies Act, 1956 • Registered with the Service Tax Authorities • Should have been operating for the last three years (FY 14-15, FY 13-14 andFY 12-13)	Certificate of Incorporation Registration Certificate	Yes/No	
3.	The Firm / Company should be in the business as Implementing Agency foratleast5yearsasof 31stMarch2015	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 corruptor fraudulentpractices.	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 auditedBalance Sheet.	Chartered Accountant Certificate for Networth	Yes/No	
6.	The responding firm shouldbe	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 27001certified • CMMi level3			
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 experiencein implementation of integrated turnkey projects around scanning and digitization as an Implementing Agency inIndia. 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 ofresponding firm/ Project Citation for3 projects supported with Work order and Proof of Go-live/ Project completion certificates fromclient	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 on31st July, 2015 on its roll.	Certificate from HR Department for number of technically qualified professionals employed by thecompany	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 acrossother installations around the world, including – Scalability – Security – Ease ofimplementation	**A note containing details on** a) Solution b) Security c) SystemPerformance d) Supported Platform Operating System e) Client Hardware Operating System f) Database g) SystemManagement 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 thevendor 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, Securityetc.	A copy of certificates	Yes / No	
8	**Profile of proposed team members:** Relevant assignment experience / Years of experience / Number of Certifications in Technology specific toSolution 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 inProject 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 1: Letter ofProposal

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.

Weundertake,ifourProposalisaccepted,toinitiatetheImplementationservicesrelatedtotheassignment not later than the date indicated in FactSheet.

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 notbeingadministeredbyacourtorajudicialofficer,ourbusinessactivitieshavenotbeensuspendedand we are not the subject of legal proceedings for any of theforegoing.

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

Yours sincerely,
Authorized Signature [*In fullandinitials*]: _____
Name and TitleofSignatory: _____
NameofFirm: _____
Address:_____
Location:_____Date:_____
_____

8.1 Form 3: 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 theunderstanding)
c) Technical Approach andMethodology

8.2 Form 2: Project CitationFormat

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	

8.3 Form 4: Proposed WorkPlan

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 eachphase.

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

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

8.4 Form 5: 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				

8.5 Form 6: Curriculum Vitae (CV) of KeyPersonnel

General Information	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
AcademicQualifications: • Degree • Academic institution graduated from • Year of graduation • Specialization (ifany) • Key achievements and other relevant information (ifany)	
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 thepast ○ Organizationname ○ Duration and dates of entry andexit ○ Designation Location(s) ○ Keyresponsibilities • Prior projectexperience ○ Projectname ○ Client ○ Key project features inbrief ○ Location of the project ○ Designation ○ Role ○ Responsibilities andactivities	

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

8.6 Form 7: Deployment ofPersonnel

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. ProfessionalStafftheinputshouldbeindicatedindividually;forSupportStaffitshouldbeindicated bycategory

2 Months are counted from the start of theassignment.

Fulltime input Part timeinput

8.7 Form 8: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.*]

8.8 Form 9 : Declaration on Source Code and Intellectual PropertyRights

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, authorizedrepresentativeof_____, hereby solemnly affirm to the IPR and Source Code rights as definedinClause____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 BiddingOrganisation)

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

8.9 Form 10 : 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 requisitecompetence.
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 BISCOREagainstallcost/claims/legalclaims/liabilitiesarisingfromthirdpartyclaiminthisregardatany 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 mentionedabove.
3. If it is found that it does infringe on patent rights, I/We absolve BISCORE of any legal action.

Yoursfaithfully,

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

8.10 Form 11 : Undertaking on Compliance and Sizing ofInfrastructure

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 ofContract.

Yoursfaithfully,

(Signature of the Authorized signatory of the BiddingOrganisation)

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

8.11 Form 12 : Undertaking on Service LevelCompliance

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 complywiththeservicelevelsstatedintheRFPtoprovidequalityservicetoBISCORE.
2. However,iftheproposedresourcesandinfrastructurearefoundtobeinsufficientinmeeting theRFPand/ortheservicelevelrequirementsgivenby BISCORE,thenwewillaugmentthe 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:

8.12 Form 13 : Undertaking onDeliverables

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 thisRFP.
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 byBISCORE.
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 fromtime-to-time.
4. Wealsounderstandthattheacceptance,approvalandsign-offofthedeliverablesbyBISCORE 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 byBISCORE.

Yours faithfully,

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

8.13 Form 14 : Undertaking on Support to Third Party Solution acceptance andcertification

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 iscommissioned.
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 andcertification.

Yours faithfully,

(Signature of the Authorized signatory of the BiddingOrganisation)

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

8.14 Form 15 : 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 BiddingOrganisation)
Name :
Designation :
Date :
Time :
Seal :
Business Address:

8.15 Form 16 : Undertaking on Exit Management andTransition

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 o u r 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 andtransition:
    a. We undertake to complete the updation of all Project documents and other artefacts and handover the same to BISCORE beforetransition.
    b. We undertake to design standard operating procedures to manage system (including application and IT systems), document the same and train BISCORE personnel on thesame.
    c. If Department decides to take over the operations and maintenance of theProject 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 sessionsetc.

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:

8.16 Form 17: Declaration that the bidder has not beenblacklisted

(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 thatourcompany,_____, is not blacklisted in any manner whatsoever by any of the State/UTand/orcentralgovernmentinIndiaonanygroundincludingbutnotlimitedtoindulgenceincorrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictivepractice.

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Note:TheBiddershallnecessarilyprovideacopyof'PowerofAttorney'authorizingthesignatoryforsigning the Bid on behalf of the Bidder in its Pre-QualificationBid.

8.17 ANNEXURE II: FINANCIAL PROPOSALTEMPLATE

8.18 Form 1: CoveringLetter

No. Date:

To
The Secretary,
BISCORE
Vikash Bhawan, NewSecretariat
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.AllthepricesandothertermsandconditionsofthisBidarevalidforaperiodof<days> calendar days from the date of opening of theBid.
   - We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevantsections.
   - Weunderstandthattheactualpaymentwouldbemadeasperttheexistingindirecttaxratesduringthetimeofpaymentofpaymentofpayment.
2. **UNITRATES**

Wehaveindicatedintherelevantformsenclosed,theunitratesforthepurposeofonaccountofpayment 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 thefollowing statement, irrespective of whatever has been stated to the contrary anywhere else in ourbid.

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. **TENDERPRICING**

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

5. **QUALIFYINGDATA**

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. BIDPRICE

We declare that our Bid Price is for the entire scope of the work as specified in the <Refer SectionNo.>. These prices are indicated Commercial Bid attached with our Tender as part of theTender.

7. PERFORMANCE BANKGUARANTEE

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:

8.19 Form 2: FinancialProposal

S.No	Item	Total Price Per Deed (Exclusive of Taxes)
1.	Data Scanning, Digitization and Indexing Cost per deed 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	

A deed may contain approximate 3-4 pages
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

8.20 ANNEXURE III: TEMPLATE FOR PBG &CCN

8.21 Form 1: Performance BankGuarantee

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 guaranteebyarecognizedbankforthesumspecifiedthereinassecurityforcompliancewithitsobligations in accordance with thecontract;

Andwhereaswe,**<NameofBank>**abankingcompanyincorporatedandhavingitshead/registeredoffice at<AddressofRegisteredOffice>andhavingoneofitsofficeat<AddressofLocalOffice>haveagreedto give the supplier such a bankguarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the bidder, uptoatotalof**Rs.<InsertValue>(Rupees<InsertValueinWords>only)**and weundertaketopayyou, 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 specifiedtherein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting uswith thedemand.

We further agree that no change or addition to or other modification of the terms of the contract to be performedthereunderorofanyofthecontractdocumentswhichmaybemadebetweenyouandtheBidder shallinanywayreleaseus fromanyliabilityunderthisguaranteeandweherebywaivenoticeofanysuch change, addition ormodification.

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 ExpiryDate*>)
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 automaticallycease.

8.22 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.) ChangestoServices,chargingstructure,paymentprofile,documentation,training,servicelevelsand 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:	