Indian Council for Cultural Relations invites online sealed tender from eligible bidders for Scanning and Digitizing Services at ICCR Headquarter and its Regional offices.

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<td>1</td>
<td>Tender No. &amp; Date</td>
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<td>Name of the work</td>
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<td>Date &amp; Time of tender publication &amp; download</td>
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<td>Pre-Bid Meeting</td>
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<td>Estimated cost put to Tender (Approx.)</td>
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<td>Earnest Money Deposit(EMD)</td>
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Details can be viewed on ICCR e-Tender website: www.tenderwizard.com/ICCREPROC or our website www.iccr.gov.in or on CPP Portal https://eprocure.gov.in/epublish/app.
REQUIREMENTS FOR VENDORS

• P.C. connected with internet.
• Registration with Service provider portal [www.tenderwizard.com/ICCREPROC](http://www.tenderwizard.com/ICCREPROC)
• The vendor should possess a Class III Digital Signature certificate (Mandatory).
• (Bids will not be recorded without Digital Signature Certificate.)
• In case of any clarification please contact ITI Ltd., before the schedule time of the e-Procurement.

**Contact Helpdesk:**
**HELPDESK NO.** 9073677150/151,152, E-mail: [bose.kushal2012@gmail.com](mailto:bose.kushal2012@gmail.com)

MR. SACHIN:- 9555926408, E-mail: [helpline4tenderwizard@gmail.com](mailto:helpline4tenderwizard@gmail.com)

MR. PRAVES MANI :- 9044314492, [helpline18tenderwizard@gmail.com](mailto:helpline18tenderwizard@gmail.com)

MR. PUSHPRAJ:- 7503347659, [helpline14tenderwizard@gmail.com](mailto:helpline14tenderwizard@gmail.com)

a) For registration, Submission procedure and method of correspondence etc. Please visit our website: [www.tenderwizard.com/ICCREPROC](http://www.tenderwizard.com/ICCREPROC) and click on the link Vendor Help.

b) To obtain the Class III digital signature certificate or further details please visit our website: [www.tenderwizard.com/ICCREPROC](http://www.tenderwizard.com/ICCREPROC)

c) Registration/Enrolment of Bidder on e-procurement Portal of ICCREPROC:

In order to submit the Bid, the bidders have to get themselves registered online on the e-Procurement portal of ICCR with valid Digital Signature Certificate (DSC) issued from any agency authorized by CCA and which can be traced up to the chain of trust to the Root Certificate of CCA. The registration should be in the name of bidder, whereas DSC holder may be either bidder himself or his duly authorized person.

The bidders will have to accept unconditionally the online user portal agreement which contains the acceptance of all the Terms and Conditions of NIT including Commercial and General Terms & Conditions and other conditions, if any, along with on-line undertaking in support of the authenticity of the declarations regarding the facts, figures, information and documents furnished by the Bidder on-line in order to become an eligible bidder. No conditional bid shall be allowed/accepted.

The bidder will have to give an undertaking online that if the information/declaration/scanned documents furnished in support of the same in respect of eligibility criteria are found to be wrong or misleading at any stage, they will be liable to be punitive action.

d) Help for participating in e-tender:

The detailed method for participating in the e-procurement is available in the website [www.tenderwizard.com/ICCREPROC](http://www.tenderwizard.com/ICCREPROC). The bidders have to Log on to ITI’s web site and then click on the specified links to start participating in the e-tendering process.

Bidders are also free to communicate with the contact person of the service provider to get all clarifications regarding the mode of the e-procurement process.

**NB:** (i.) Please note that there is no provision to take out the list of parties downloading the tender document from the above referred web site. As such, tenderer’s are requested to
see the website once again before due date of tender opening to ensure that they have not missed any corrigendum uploaded against the said tender after downloading the tender document. The responsibility of downloading the related corrigendum, if any, will be that of the downloading parties.

(ii.) No separate intimation in respect of corrigendum to this NIT (if any) will be sent to tenderers who have downloaded the document of ICCR.

e) The offer should be submitted (uploaded) as per the terms and conditions and procedures laid down in the website of M/s ITI Ltd www.tenderwizard.com/ICCREPROC tender document failing which the offer is liable for rejection.

Bidders should download the complete NIT including the Annexure and read carefully before filling the details and uploading the documents.

f) The bidder must upload all the documents required as per the terms of NIT. Any other document uploaded which is not required as per the terms of the NIT shall not be considered.
NOTICE INVITING TENDER FOR SELECTION OF AGENCY FOR PROVIDING SCANNING and DIGITIZING SERVICES FOR Uploading DATA OF FOREIGN STUDENTS STUDYING UNDER ICCR’S SCHOLARSHIP SCHEMES AND OTHER DOCUMENTS OF ICCR

1.0 Indian Council for Cultural Relations, under the administrative and financial control of Ministry of External Affairs, invites tenders from reputed, well established and financially sound Agency registered as a Company in India for the Council, as per details given in the tender document.

2.0 The offers, in the prescribed format, shall be submitted on the e-tender Portal www.tenderwizard.com/ICCREPROC

3.0 Tender will be NOT be accepted in hard copy.

4.0 The intending bidders must be registered with www.tenderwizard.com/ICCREPROC of ITI Ltd.

5.0 The tender information is also available on Council's website: www.iccr.gov.in and on CPP Portal https://eprocure.gov.in/eprocure/app.

(Vinay Vohra)
Sr. Programme Director (Admn.)
Tel. No : 011-23379309,
(Extn.3300)
e-mail : spdadmin.iccr@gov.in
Part I

GENERAL INSTRUCTION TO BIDDERS

1. The Indian Council for Cultural Relations, Azad Bhavan, Indraprastha Estate, New Delhi-110002 requires the services of a reputed, well established and financially sound Agency registered as a Company in India for uploading data of foreign students studying under ICCR scholarship schemes on the newly launched Admission to Alumni portal (A2A) of ICCR. The duly authorized representatives of the company shall provide an undertaking that they will comply with all relevant statutory provisions, but shall not be restricted to, Minimum Wages, Employee's Provident Fund, Employees State Insurance, Goods & Service Tax (GST) etc.

2. The service contract is likely to commence on the date of signing an Agreement for one year. The period of the contract is targeted for a period of six months, however the period may be further extended by the Council, provided the requirement of services by the Council for Scanning and Digitization of records persists or may be curtailed/terminated before the contract period owing to deficiency in service or substandard quality of manpower deployed by the selected Company or cessation of the requirement of work. The Council, reserves right to terminate this initial contract at any time after giving one months' notice to the selected Company.

3. Council reserves the right to increase/decrease the number of personnel deployed by the bidder for scanning and digitization of records depending upon its functional requirement.

4. The bidder shall provide services for Scanning and Digitizing of records, across India at ICCR headquarters and its Regional Offices. Such Services of uploading the above documents are required at ICCR Headquarters New Delhi and its Regional Offices in Ahmedabad, Bengaluru, Chandigarh, Chennai, Hyderabad, Kolkata, Mumbai and Pune.

5. Other Instructions:
   i. 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 scanning and digitizing services and the data entry needs required by the council.
   
   ii. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the ICCR on the basis of this RFP.
   
   iii. 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 the ICCR. Any notification of preferred Bidder status by the ICCR shall not give rise to any
enforceable rights by the Bidder. ICCR may cancel this public procurement at any
time prior to a formal written contract being executed by or on behalf of the ICCR.

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

v. The bidder should undertake that no unauthorized copy of assigned work would be
made in any manner whatsoever. Bidder would be fully accountable for any
leakage/piracy of the data from the premises and in transit.

vi. The interested persons/bidders can inspect the files, records and also the place to
be provided for the purpose during any working day of the ICCR 10.00 to 17.00
hours.

vii. Documentary evidence by way of completion certificate should be produced in
support of experience and performance.

viii. Parties: The parties to the Contract are the contractor (the bidder to whom the work
will be awarded) and ICCR, New Delhi – 110002

ix. Addresses: For all purposes of the contract including arbitration there under, the
address of the contractor mentioned in the tender shall be final unless the
contractor notifies a change of address by a separate letter sent to the ICCR. The
contractor shall be solely responsible for the consequences of any omission or
error to notify the change in address in the aforesaid manner.

x. The tender is not transferable.

xi. Sub-letting of Work: The contractor shall not assign, transfer or sublet or attempt to
assign, transfer or sublet, whether wholly or in part, any portion of the work to any
other entity.

xii. The manpower, scanners, computers or other required equipments for conducting
the activity will be the responsibility of the bidder.

xiii. The bidders are required to quote their lowest rates per page for
Scanning/Digitization of records. The rates so quoted should be all inclusive
(hardware/software/manpower/transportation/taxes).

xiv. Bidder shall also include separate manpower for creating File Indexing,
Numbering of pages and creating specific/unique folders for respective records as
desired by ICCR.

xv. No advance shall be provided to the bidder for executing the work.

xvi. All Scanned/digitized files will be stamped and duly signed by the users indicating
that the “FILE IS SCANNED/DIGITISED AND DULY RECONSTRUCTED”
including data entry of the required data in the relative ICCR Application/Portal and
the bidder will be fully responsible for any loss/damage of any document.
xvii. If any occurrence of breach of this confidentiality comes to the notice of any of the Government, appropriate action under the Government of India Rules will be initiated against the contractor.

xviii. Manpower deployed by the bidder for scanning and digitization of records, services shall comply to provide after police verification and the Police verification certificate shall be provided to council for deployed manpower. The manpower deployed should not be changed frequently till the completion of work.

xix. Delay in completion of work will attract penalty to the Vendor.

6. Quantum/Scope of Work

Around 8 Lakhs documents of ICCR to be scanned, digitized and uploaded for preparing Data-Base.

It is envisaged that the work shall be completed within 6 months from the release of purchase order.

ICCR requires a professional agency for providing services for scanning, digitizing and uploading data/documents with respect to details of foreign scholars studying in India and of Alumni’s from previous/current years. Besides the data of foreign students, the data of other sections of ICCR will also be required for uploading in ICCR applications as desired by ICCR.

Services of uploading the above documents are required at ICCR Headquarters New Delhi and its Regional Offices in Ahmedabad, Bengaluru, Chandigarh, Chennai, Hyderabad, Kolkata, Mumbai, Pune. The locations here are indicative; however ICCR reserves the right to ask the bidder to provide services among the 19 Regional offices, but broadly restricting it to 7 Regional offices.

7. Tender/Bidding Process

i. The important dates relating to “Tender for Selection of Agency for providing services is as published in the NIT.

ii. The bids are invited under two-stage system i.e. Technical Bid and Financial Bid.

iii. Conditional bids shall not be considered and will be summarily rejected.

iv. The Technical Bid submitted by bidders shall be downloaded from the e-procurement portal in the presence of the representatives of the Company, if any, who wish to be present on the spot at that time.

v. The Technical Bids shall be evaluated by a Technical Bid Evaluation Committee.

vi. Bidders who qualify the eligibility criteria will be awarded marks as per the Table 13.4 at Annexure 2 of the tender document.

vii. Financial bids of only those bidders who are declared qualified technically shall
be evaluated.

viii. Financial Bids of only those bidders will be opened who secure marks above 70 during Technical Evaluation on the scheduled date and time at, Indian Council for Cultural Relations, Azad Bhawan, Indraprastha Estate, New Delhi-110002 in presence of short-listed contractors or their authorized representatives, if any.

ix. Bidders whose financial bid is the lowest (L1) will be selected and awarded the contract. If there is any change in date, time or venue, the bidders will be notified in advance.

x. The competent authority in the Indian Council for Cultural Relations, New Delhi reserves the right to annul any or all bids without assigning any reason.

xi. The bidder shall submit the technical & financial bids ONLINE as per the format provided in the tender document on the www.tenderwizard.com/ICCREPROC portal.

11.0 Eligibility Criteria

i. The bidder/Service Provider Company should fulfil the following technical specifications.

ii. The Registered Office or one of the Branch Offices of the Service Provider Company should be located in the National Capital Territory of Delhi.

iii. The Service Provider Company should be registered/ incorporated as a company under Indian Companies Act. It is preferred to have branch offices/headquarters in NCR Delhi.

iv. Service Provider Company should have its own Bank Account.

v. Service Provider Company should be registered with Income Tax Goods & Service Tax departments (GST).

vi. Service Provider Company should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts etc.

vii. The PAN must be registered in the name of the Service Provider Company.

viii. The Service Provider Company should have an average annual financial turnover of at least RS.25 Lakhs per annum during the last three financial years ending March of the last financial year.

ix. The bidder should have at least three years experience of Scanning/digitization, indexing, storing and providing retrieval facility of records including Data Entry Services in Govt. Organisation/PSUs.

x. The bidder must have completed scanning & digitizing of at least one project with 3 Lakh documents in Central/State Government/PSU offices or two projects of scanning & digitizing with atleast 1.5 Lakhs documents each or three Projects of 1 Lakh documents each in the past 3 years using standard scanning technology. Documentary evidence by way of completion certificate should be produced in support of experience and performance.
xi. The Service Provider Company shall submit affidavit stating that the Company is not / has not been blacklisted by any Council/Department of Government of India, Private Sector Companies/PSUs/Banks etc.

xii. The bidder’s Company is required to furnish details/following documents, duly attested by the Authorized Person of the Company, along with the Technical Bid, failing which their bids shall be summary rejected and will not be considered any further:

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<th>Requirement</th>
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<td>Certificate of incorporation (Attach attested copy)</td>
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<tr>
<td>PAN/GIR No. Attach attested copy</td>
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<tr>
<td>Service Tax/GST Registration No. Attach attested copies</td>
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<tr>
<td>E.P.F. Registration No. (Attach attested copy)</td>
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<td>E.S.1. Registration No. Attach attested copy</td>
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<tr>
<td>Documents showing successful completion of scanning &amp; digitizing of at least one project with 3 Lakhs documents in Central/State Government/PSU offices or two projects of scanning &amp; digitizing with atleast 1.5 Lakh documents in each or three Projects of 1 Lakh documents each using standard scanning technology. (Attach attested copies).</td>
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<tr>
<td>Balance Sheet for the last 3years.</td>
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<td>Give details of the major similar contracts related Scanning and Digitization Services handled by the tendering Company on behalf of PSUs and Government Departments during the last three years. (Attach attested copies).</td>
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<tr>
<td>Notarised affidavit under signatures of the owner stating that the Company is / has not been blacklisted by Central/ State Government / PSU.</td>
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Note: Non-compliance with any of the above conditions by the Service Provider Company will tantamount to non-eligibility for the services for which tender has been floated and its tender will be rejected summarily.
Part II

Terms and Conditions

1.0 General
The contract is likely to commence on the date of signing an Agreement and shall continue for a period of one year, unless it is curtailed or terminated by this Council owing to deficiency of service, sub-standard quality of personnel deployed, breach of contract, reduction or cessation of the requirements of work.

The contract shall automatically expire after one year from commencement of the contract unless extended further by the mutual written consent of the Service Provider and this Council.

The contract may be extended, on the same terms and conditions with mutual consent for a further period not exceeding maximum of six months.

The Service Provider shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to another Company.

The bidder will be bound by the details furnished by it to this Council, while submitting the tender or at subsequent stage. In case, any document furnished by the bidder is found to be false at any stage, it would be deemed a breach of terms of contract making it liable for legal action besides termination of contract.

The manpower employed by the Service Provider shall be required to work normally as per the Council's working days, i.e. from Monday to Friday from 0930 to 1800 hrs. with a lunch break of half an hour from 1330 to 1400 hrs.

The Service Provider shall furnish before the commencement of work, the following documents in respect of the persons who are proposed to be deployed in this Council:

a. List of persons with full details i.e. date of birth, marital status, address, educational and professional qualification, experience etc.

b. Bio-data of the person with photograph affixed.

c. Character certificate from a Gazetted officer of the Central/State Government or last educational institution or police authorities.

d. Certificate of verification of antecedents of the persons by local police authority.

In case, the person employed by the successful Company commits any act of omission or commission that amounts to misconduct/indiscipline/incompetence/malfeasance/security risk, the Service Provider will be liable to take immediate appropriate action against such persons, including registering a police case for the malfeasance/being security risk and their removal from site of work, within 1 day of being brought to their notice.

The service provider shall provide identity cards to the personnel deployed in the Council carrying recent photograph of the personnel and personal information as to name, date of birth, designation and identification mark etc.
The service provider shall ensure that any details of office, operational process, technical know-how, security arrangements, and administrative organizational matters are not divulged or disclosed to any other person by its personnel deployed in the Council.

The service provider shall ensure proper conduct of its personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering etc. The service provider will also ensure that the personnel adhere to the dress code commensurate with a government office.

The persons deployed shall be required to report for work at 0930 hrs. to the Divisions officers under whom they are deployed, which will be intimated separately and would leave at 1800 hrs. In case, a person deployed is absent on a particular day or comes late /leaves early by more than 30 minutes but upto one hour on three occasions in a calendar month, one day wage shall be deducted. One-day wage will be deducted for late show up by an hour or more. In case of repetition of such instances, the functionaries may be reverted to the company and clause (xvii) below will be applicable.

The Company shall depute a coordinator, who would be responsible for interaction with the INDIAN COUNCIL FOR CULTURAL RELATIONS, NEW DELHI so that optimal services can be availed without any disruption.

The selected Company shall ensure that the attrition rate of candidates will not exceed more than 5 in a year. The selected Company shall immediately provide a substitute in the event of any person leaving the job due to his/her personal reasons. The delay by the Company in providing a substitute beyond three working days shall attract liquidated damages @ Rs.100 per day (per such case) on the service providing Company, besides deduction in payment on pro-rata basis.

It will be the responsibility of the service providing Company to meet transportation, food, medical and any other requirements in respect of the persons deployed by it (Company) in this Council and this Council will have no liabilities in this regard.
For all intents and purposes, the service providing Company shall be the "Employer" within the meaning of different Labour Legislations in respect of personnel so employed and deployed in this Council. The persons deployed by the Company in the Council shall not have claims of any Employer and Employee relationship nor have any principal and agent relationship with or against INDIAN COUNCIL FOR CULTURAL RELATIONS, AZAD BHAWAN, INDRAPRASTHA ESTATE, NEW DELHI-110002.

The service providing Company shall be solely responsible for the redressing grievances / resolution of disputes relating to persons deployed. This Council shall, in no way, be responsible for settlement of such issues whatsoever.

This Council shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by service providing Company in the course of their performing the functions/ duties, or for payment towards any compensation.

The persons deployed by the service providing Company shall not claim nor shall be entitled to pay, perks and other facilities admissible to casual, ad hoc, regular/ confirmed employees of this Council during the currency or after expiry of the contract.

In case of termination of this contract on its expiry or otherwise, the persons deployed by the service providing Company shall not be entitled to and will have no claim, for any absorption nor for any relaxation for absorption in the regular/ other capacity.

2.0 FRAUD AND CORRUPT PRACTICES

i. The applicant and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, the Council may reject an Application without being liable in any manner whatsoever to the Applicant if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process.

ii. Without prejudice to the rights of the Council under Clause i. hereinabove, if an Applicant is found by the Council to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, such Applicant shall not be eligible to participate in any tender or RFQ (Request for Quotation) issued by the Council during a period of 2 (two) years from the date such Applicant is found by the Council to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as the case may be.

iii. For the purposes of this Clause-i, the following terms shall have the meaning hereinafter respectively assigned to them:

a) "Corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process or (ii) save and except as permitted, engaging in any manner
Whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical advisor of the Authority in relation to any matter concerning the Project;

b) "Fraudulent practice" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process.

c) "Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence to any person's participation or action in the Bidding Process;

d) "Undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and

e) "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

3.0 LEGAL

i. The Service provider shall be responsible for compliance of all statutory provisions relating to Minimum wages, Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it in this Council.

ii. The Service provider shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to Indian Council for Cultural Relations concerned tax collection authorities from time to time as per extant rules and regulations on the matter.

iii. The Service provider shall maintain all statutory registers under the applicable laws. The Company shall produce the same, on demand, to the concerned authority of this Council or any other authority under law.

iv. The Tax Deduction at Source (TDS) shall be deducted as per the provisions of Income Tax law, as amended from time to time and a certificate to this effect shall be provided to the Company by this Council.

v. In case, the tendering Company fails to comply with any statutory/taxation liability under appropriate law and as a result thereof the Council is put to any loss, obligation, monetary or otherwise, the Council will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Company, to the extent of the loss or obligation in monetary terms.
4.0 **FINANCIAL**

i. **Earnest Money Deposit (EMD):** The interested Companies are required to submit Tender Document along with Earnest Money Deposit (EMD) of Rs. 50000 (Rupees fifty thousand only) in favour of Director General, Indian Council for Cultural Relations, New Delhi before 1700 hours before the closing date of bid submission.

ii. Those companies which are registered with the Central Purchase Organization, National Small Industries Corporation (NSIC) or the Council of Micro Small & Medium Scale Enterprises (MSME) shall be exempt from the requirements of Earnest Money Deposit. The bidding companies in this case are required to provide certified copy of their registration with any of these organizations to claim exemption of EMD.

iii. Before the end date of the submission of the Technical Bid, refundable Earnest Money Deposit (EMD) of Rs. 50000 (Rupees fifty thousand only) ONLINE/in the form of Demand Draft/ Pay Order drawn in favour of DIRECTOR GENERAL, INDIAN COUNCIL FOR CULTURAL RELATIONS, NEW DELHI will have to be deposited, failing which the tender shall be rejected summarily.

iv. The EMD in respect of the Company which does not qualify the Technical Bid (First Stage) or Financial Bid (Second competitive stage) shall be returned within 15 days of declaration of successful bidder. The EMD's shall not carry interest. Further, if the selected Company fails to deploy manpower against the initial requirement within 15 days from date of placing the order, the EMD shall stand forfeited without giving any further notice.

v. The bidder shall quote for Scanning and Digitization Services including any manpower required for providing scanning, digitizing, metadata & data entry from records, file indexing & numbering and of creating unique folder for storage in relation to ICCR application. No separate payments shall be entertained for payments to any manpower engaged in providing services to ICCR.

vi. The successful bidder will have to deposit a Performance Security i.e. 10% of the contract value at the time of placing the work order within 15 days of the receipt of the formal order. The performance security will be furnished in the form of the Account Payee Demand Draft or Bank Guarantee drawn in favour of DIRECTOR GENERAL, INDIAN COUNCIL FOR CULTURAL RELATIONS, NEW DELHI or Fixed Deposit Receipt (FOR) from a Commercial Bank made in the name of Director General, Indian Council for Cultural Relations, New Delhi. The performance security should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the supplier.

vii. In case of breach of any terms and conditions stipulated in the contract, the Performance Security Deposit of the Company will be liable to be forfeited by this Council besides annulment of the contract.

viii. The Company shall raise the bill, in triplicate, along with attendance sheet of the functionaries in the first week of the succeeding month to Sr. Programme Director
ix. Settlement of disputes will be as per ICADR Arbitration Rules, 1996 through a sole arbitrator to be appointed by ICADR. The venue of arbitration proceedings shall be INDIAN COUNCIL FOR CULTURAL RELATIONS, AZAD BHAVAN, INDRAPRASTHA ESTATE, NEW DELHI- 110002.

x. The Indian Council for Cultural Relations reserves the right to withdraw/ relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties. The Tender document may be amended as per the suggestions/queries made by the prospective bidders once pre-bid meeting has taken place.

5.0 Submission of Proposals

5.1 Online Submission

Bidders should submit their responses as per the procedure specified in the tenderwizard portal (www.tenderwizard.com/ICCREPROC) being used for this purpose and shall submit their bid with

- Tender fee,
- EMD
- Pre-qualification response
- Technical Proposal
- Financial proposal
- Additional certifications/documents e.g. Power of Attorney, CA certificates on turnover, etc.

All the pages of the Proposal document 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 Bidder’s Proposal.

5.2 Language

The tender should be filled by the Bidder in English 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 tender, the English translation shall govern.

5.3 Compliant Tenders / Completeness of Response

a) Bidders are advised to study all instructions, forms, requirements, appendices and other information in the RFP documents carefully. Submission of the bid / proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
b) Failure to comply with the requirements of this paragraph may render the Proposal noncompliant and the Proposal may be rejected. Bidders must:
   i. Comply with all requirements as set out within this RFP.
   ii. Submit the forms as specified in this RFP and respond to each element in the order as set out in this RFP.
   iii. Include all supporting documentations specified in this RFP.

6.0 Code of integrity

No official of a procuring entity or a bidder shall act in contravention of the codes which includes;
  a) prohibition of

   i. Making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
   ii. Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided.
   iii. Any collusion, bid rigging or anticompetitive behaviour that may impair the transparency, fairness and the progress of the procurement process.
   iv. Improper use of information provided by the procuring entity to the bidder with intent to gain unfair advantage in the procurement process or for personal gain.
   v. Any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract; which can affect the decision of the procuring entity directly or indirectly.
   vi. Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
   vii. Obstruction of any investigation or auditing of a procurement process.
   viii. making false declaration or providing false information for participation in a tender process or to secure a contract;

b) Disclosure of conflict of interest:
The bidder shall disclose to ICCR in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Vendor the Bidder’s team) in the course of performing the Service(s) as soon as possible after it becomes aware of that conflict.

c) Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub-clause (a) with any entity in any country during the last three years or of being debarred by any other procuring entity.

In case of any reported violations, the procuring entity, after giving a reasonable opportunity of being heard, comes to the conclusion that a bidder or prospective bidder, as the case may be, has contravened the code of integrity, may take appropriate measures.
7.0 Authentication of Bids

A Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal. A copy of the same should be uploaded under the relevant section/folder on the (www.tenderwizard.com/ICCREPROC) e-Procurement portal. Furthermore, the bid must also be submitted online after being digitally signed by an authorized representative of the bidding entity.

8.0 Failure to agree with the Terms and Conditions of the RFP

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 ICCR may award the contract to the next best value Bidder or call for new proposals from the interested Bidders.

In such a case, the ICCR shall invoke the PBG of the most responsive Bidder.

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

ICCR 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 ICCR action.

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

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

10.0 Dispute Resolution Mechanism

The Bidder and the ICCR shall endeavour their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.

b. The matter will be referred for negotiation between <Officer In-charge> of ICCR and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

c. In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration.
within 20 days of the failure of negotiations. Arbitration shall be held in Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

d. The “Arbitration Notice” should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

e. The arbitrators shall hold their sittings at <Location>. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at <Location> alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides. The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

11.0 CONFIDENTIALITY

a) The Department may permit the scanning and digitization Agency to come into possession of confidential public records as per the needs of the project and the bidder company shall maintain the highest level of secrecy, confidentiality and privacy with regard thereto. Information which the agency got to know or come across during execution of the work shall not be shared with any outside agency/person/entity at any point of time.

b) The ICCR shall retain all rights to prevent, stop and if required take the necessary punitive action against the bidder for any forbidden disclosure.

12.0 Notices

Notice or other communications given or required to be given under the contract shall be in writing and shall be e-mailed followed by hand-delivery with acknowledgement thereof, or transmitted by pre-paid registered post or courier. Any notice or other communication shall be deemed to have been validly given on date of delivery if hand
delivered & if sent by registered post than on expiry of seven days from the date of posting.

13. Criteria for Evaluation

13.1 Tender Evaluation

a. Initial Bid scrutiny will be held and incomplete details as given below will be treated as nonresponsive.

If Proposals;
• Are not submitted in as specified in the RFP document
• Received without the Letter of Authorization (Power of Attorney)
• Are found with suppression of details
• With incomplete information, subjective, conditional offers and partial offers submitted
• Submitted without the documents requested in the checklist
• Have non-compliance of any of the clauses stipulated in the RFP
• With lesser validity period

b. All responsive Bids will be considered for further processing as below.

13.2 Evaluation process

a. ICCR will constitute a Bid evaluation committee to evaluate the responses of the Bidders

b. The Bid evaluation Committee constituted by the ICCR 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 Bid 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 Bid evaluation Committee may ask for meetings with scanning and digitization Data Entry services to evaluate its suitability for execution of the task.

e. The Bid 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.

13.3 Evaluation Criteria

a) The evaluation committee will be constituted by the Council to evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub-criteria, and point system specified in the Table at Annexure 2. Each responsive proposal will be given a technical
score (St). A Proposal shall be rejected at this stage if it does not respond to important aspects of the Technical Proposal, and particularly the criteria or sub-criteria or if it fails to achieve the minimum technical score indicated in the Data Sheet. All proposals having a technical score of 70 and above would be considered eligible for opening of their financial bid.

b) Financial Proposals will remain unopened for those Agencies which fail to achieve the minimum technical scores indicated in the Data Sheet.

c) The bidder with the lowest financial bid (total) will be awarded the contract, subject to fulfilment of all other terms and conditions.

d) In the event of receiving same financial bids of two or more companies, the bidder having higher technical score would be L 1 and can be considered for award of contract, subject to fulfilment of all other terms and conditions. In case of a tie both in the financial & technical scores, fresh tendering will have to be initiated.

e) ICCR 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 defined in this RFP document. The decision of the Committee will be final in this regard.
14 Financial Terms

14.1 Proposal Preparation Costs
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 ICCR to
facilitate the evaluation process, and in negotiating a definitive contract or all such
activities related to the bid process.

ICCR will in no case be responsible or liable for those costs, regardless of the conduct
or outcome of the bidding process.

14.2 Commercial Bid Evaluation
   a) The Financial Bids of the technically qualified Bidders will be opened on a
      prescribed date in the presence of Bidder representatives
   b) The Bidder with lowest qualifying financial bid (L1) will be awarded the
      contract the work for the volume of data entry specified in the RFP
   c) Only fixed price financial bids indicating total price for all the deliverables and
      services specified in this bid document will be considered.
   d) 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”.

14.3 Payment Terms and Procedure

14.4 Paying Authority
The payments as per the Payment Schedule covered hereinabove shall be paid by this
office ICCR. However, Payment of the Bills would be payable, on receipt of
advice/confirmation for satisfactory data entry report from the concerned ICCR office
where the data entry has been carried out.

14.5 Payment Schedules

<table>
<thead>
<tr>
<th>S.No</th>
<th>Activity</th>
<th>Completion Schedule (In days)</th>
<th>Payment Milestone**</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Award of Work order to the Bidder</td>
<td>&lt;T&gt;</td>
<td>Nil</td>
</tr>
<tr>
<td>2.</td>
<td>Completing the setting up of Project Office and resource mobilization</td>
<td>On 50 % of the work completion within 90 days from the award</td>
<td>Up to 30% based on the actual records Scanned /Digitized.</td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td>Balance 50 % of the work within 180 days from the award</td>
<td>Up to 70% based on the actual records Scanned /Digitized.</td>
</tr>
<tr>
<td>4.</td>
<td>Taxes would be paid at the prevalent rates.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: ** It may be possible that the total records as envisaged i.e. 7 lakhs may be
high, however, the payments will be made on certification of ICCR Engineer-In-charge for the actual records scanned & digitized.
15.0 Notification of Award/ Award Criteria

ICCR will award the Contract to the successful Bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above.

Prior to the expiration of the validity period, ICCR 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, ICCR, may like to request the Bidders to extend the validity period of the bid.

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

16.0 Signing of Contract

Post submission of Performance Guarantee by the successful Bidder, ICCR shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the Bidder between ICCR and the successful Bidder. The Legal Agreement would contain all the terms and conditions mentioned in this RFP document and is provided as a separately as a template. ICCR shall have the right to annul the award in case there is a delay of more than 30 days in signing of contract, for reasons attributable to the successful Bidder.

In this case, the contract would be awarded to the next responsive Bidder.

17.0 Terms and Conditions Applicable Post Award of Contract

17.1 Termination Clause

The INDIAN COUNCIL FOR CULTURAL RELATIONS, NEW DELHI reserves right to terminate the contract during initial period also after giving one months' notice to the contracting Company.

17.2 Right to Terminate the Process

ICCR reserves the right to cancel the contract placed on the selected Bidder and recover expenditure incurred by ICCR under the following circumstances:-

a) The selected Bidder commits a breach of any of the terms and conditions of the bid.
b) The Bidder goes into liquidation, voluntarily or otherwise.
c) An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.
d) If the selected Bidder fails to complete the assignment as per the time lines prescribed in the RFP and the extension if any allowed, it will be a breach of contract. ICCR reserves its right to cancel the order in the event of delay and forfeit the bid security as liquidated damages for the delay.
e) If deductions on account of penalties & liquidated damages exceeds more than 10% of the total contract price.
f) In case the selected Bidder fails to deliver the quantity as stipulated in the delivery schedule, ICCR reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected Bidder.
g) After award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, ICCR reserves the right to get the balance contract executed by another party of its choice by giving one month’s notice for the same. In this event, the selected Bidder is bound to make good the additional expenditure, which ICCR may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.

h) ICCR reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and/or invoking the bank guarantee under this contract.

i) The contractor shall not assign or sublet the contract or any part or it without written permission from ICCR. In case of noncompliance of this Para, the contract may be cancelled and the damages, if any, may be recovered from the contractor.

j) The contractor acknowledges that he has fully acquainted himself with all conditions and circumstances under which he has to complete the data entry job off ICCR with all the terms, clauses, conditions, specifications and other details in this contract.

17.3 Consequences of Termination

a. In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], ICCR shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution/continued execution of the scope of the Contract.

b. Nothing herein shall restrict the right of ICCR to invoke the ICCR Guarantee and other guarantees and pursue such other rights and/or remedies that may be available ICCR under law or otherwise.

c. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

18.0 Liquidated Damages

a. Notwithstanding ICCR’s right to cancel the order, liquidated damages for late delivery at 1% (One percent) of the undelivered portion of order value per week will be charged for every week’s delay in the specified delivery schedule subject to a maximum of 10% of the value of the order value.

b. ICCR reserves it’s right to recover these amounts by any mode such as adjusting from any payments to be made by ICCR to the Bidder. Liquidated damages will be calculated on per week basis.

19.0 Acceptance Tests

The selected Bidder in presence of the ICCR authorized officials will conduct acceptance test at the site. The test will involve quality check of the data entry. No additional charges shall be payable by the ICCR for making corrections for the errors.

20.0 Audit by Third Party
ICCR at its discretion may appoint third party for auditing the data entry process and operations of entire services provided to the ICCR.

21.0 Penalty

a) In case bidder withdraws or changes his quotation, EMD will be forfeited. Refusal or inability or delay by the successful bidder to supply all deliverable as per scope of work at the contracted rate or any false statement in the bid may result in termination of the contract and forfeiting of EMD/Performance Guarantee as well as disqualification of the bidder from participating in future tenders.

b) For any kind of delay in adhering to the time schedule or substandard work, Bidder shall be liable for 10% of the amount of bill which would be recoverable from the payment of the bill.

i. Loss or damage of documents/records of ICCR will be considered as breach of contract.

ii. The following penalties would apply in case of data inaccuracies:
   • Data accuracy less than 98% but greater than or equal to 95% - Penalty of 10% of milestone payment amount
   • Data accuracy less than 95% but greater than or equal to 90% - Penalty of 25% of milestone payment amount
   • Data accuracy less than 90% will be considered as breach of contract. Data Accuracy would be determined by the data quality check by ICCR or its deputed agency/staff. The data accuracy metric would be determined by \(<x\%\) sample> of data entered by the Data Entry operator and submitted for Quality Check.

22.0 Quality Check

a) The vendor should ensure 100% data accuracy of the records entered

b) Random/Regular checking will be conducted by the representative nominated by data digitization committee.

23.0 Right to alter Quantities

The data entry quantity mentioned in the scope of work of this RFP is only indicative. The exact number of records required to be digitized could only be finalized based on the actual requirement and ICCR shall accordingly order the required number of records at the time of placement of Purchase Order, or thereafter.

The ICCR reserves the right to alter the number of records to be digitized specified in the tender in the event of changes in plans of the ICCR. Any decision of ICCR in this regard shall be final, conclusive and binding on the Bidder. The ICCR reserves the right to place order for additional data entry at the agreed priced during the contract period with the same terms and conditions.
Part-III
Scope of Work

1.0 General Requirements

ICCR plans to engage a Data Entry Service agency for Scanning and Digitization of its records and documents in various software applications in use at ICCR. The documents relates to the Students enrolled in the ICCR Scholarships Programs and other office files/records to be migrated in eOffice, etc.

The files/records for scanning and digitization would include data in Hindi and English Language, including images in jpeg, tiff, pdf’s, etc.

The documents/files will include single or double sided hand written/computer print-out sheets.

The files/records once scanned and digitized are to be restored back in original form by the agency with proper handing over/taking over with ICCR officials/staff.

The bidder is free to survey the sample files/records off ICCR before submission of the bid.

The bidder shall install the required software for monitor quality check of the scanned documents keeping the paper trail of all documents received by him for scanning and digitization.

In regard to meta data / digitization of records /data entry work, bidder shall ensure data integrity. ICCR reserves the right to verify the data entries of such records and to accept if found okay or reject if not in order.

The files/records/documents are available at ICCR headquarters and at its regional offices. The scanning and digitization of records are to be performed at respective locations and shall not be provided centrally.

The volume of documents is estimated to be around 7lakhs ± 10%. Though most of the documents for scanning and digitization are of A4/Legal size, however bidder shall also include considering documents/drawings/sketches.

ICCR offices shall provide documents for digitization as deemed necessary for the organization.

The documents planned for scanning and digitization are important, confidential and critical in nature and are to be digitized for all related reference papers, documents or files in process that are required for decision making by ICCR.

Digitized data is required to be indexed and catalogued as per the ICCR applications e-Office, A2A Scholarship, etc. Digitization work shall be carried out using digitization software and integrated to the respective applications of ICCR.

2.0 Deliverables & Timelines

a) ICCR invites responses to this Request for Proposals ("RFP") from Data Entry Service Providers to provide and deploy Data Entry Operators as described in Section (Scope of Work) of this RFP.
b) Any contract that may result from this Government procurement process will be issued for a term of 18 months (“the Term”) for data entry support/services providing Data Entry Operators to ICCR offices.

c) The ICCR reserves the right to extend the services providing Data Entry Operators for a period up to another 6 months with a maximum of 1 year period, such extension or extensions shall be on the same terms and conditions.

d) Tenders must be received not later than time, date and venue mentioned in the tender. Tenders that are received late will NOT be considered in this public procurement competition.

e) Proposal must remain Valid for 120 days.

3.0 Technical Requirements

The entire process of scanning and digitization of office documents has been divided into following stages:

- Setup of scanning and digitization facility at the ICCR’s office
- Pre-Scanning preparation
- Scanning and Digitization
- Indexing and Meta-tagging of scanned documents
- Post Scanning activities
- Storage and backup

The bidder while carrying out the scanning and digitization of records for ICCR shall take care and follow;

a) the work guidelines, published by Department of Electronic and Information Technology (Deity) for the production of preservable e-record (PROPer) available atUrl: [https://egovstandards.gov.in/published standards](https://egovstandards.gov.in/published standards)

b) the Standard Operating Procedures for Scanning, Digitization and Uploading of records published by eOffice division of NIC for eOffice application (such as; File Management System, Handling of VIP Letters, Working of Yellow Pages, Sectional view & Hierarchical View in e-File, Guidelines for migration to migrate scanned documents to main file/folders, Process of closing/re-opening of files) installed and implemented for ICCR

c) the record data entry and uploading of Students Academic and Financial details under the A2A Scholarship application of ICCR.

4.0 Setup of scanning and digitization facility at the ICCR’s office

ICCR shall provide Power Connection points and Network facility at its office to connect the PCs & Systems in the LAN network. However bidder shall have to make their own arrangements for space and may include the cost in their bid, for arranging space and infrastructure requirements (PCs, fast speed Scanners/Multi Page Scanners with at least speed of 60ppm, laser Printers, UPS, etc) in order to provide Data Entry Services and as per the number of Data Entry Operators to be deployed in various offices complete the digitization considering the volume of records for scanning and digitization to be completed within the contract period.

The Contractor shall have to provide the scanners and manpower for the digitization work. Space, Computer, electricity points and storage devices and other requirement will be provided by ICCR. Contractor must provide the high speed scanners. The number of such
scanners and manpower deployed will have to be increased as per the requirement. The decision of ICCR in this regard shall be final and binding.

The equipment (Scanners) provided by the contractor shall be capable of providing B/W / Colored document with option of searchable format.

Majority of the documents are of A4/ Legal size however there may be documents with different (legal etc.) sizes such as A0, A1, A2, A3.

a) The vendor will deploy his own human resources for scanning and digitization works as defined in this RFP.
b) The vendor will deploy adequately skilled manpower resources to complete the job within the specified time.
c) The selected vendor, on receiving Purchase Order/ Work Order from ICCR will setup a scanning facility at the ICCR's office.
d) The vendor should provide enough equipment so as to complete the scanning and digitization within time limit prescribed by the ICCR.
e) The vendor shall make arrangements for maintenance of IT infrastructure (Scanners, Desktops, UPS, Network setup, etc.) installed at his own cost and make sure the work shall not be stopped on the ground.
f) The vendor will be required to setup and install at least the following infrastructure (but not limited to) in adequate numbers at the ICCR's office:
   i. Desktops
   ii. Scanners considering Scanning speed and No. of scanners for approx 50,000 pages/day.
   iii. Network setup
   iv. UPS

5.0 Pre-scanning preparation

The data/documents provided to contractor for scanning contains proprietary information of ICCR and is to be treated as confidential. The Contractor will be responsible for maintaining confidentiality of contents of the document of work.

The bidder shall submit the process template for receiving/return of files/records/documents from ICCR and shall abide by the clause for code of integrity as mentioned in General Terms and Condition.

The documents must be carefully separated. If stapled, tags, threads, rubber bands and pins need to be carefully extracted. Proper dusting of the document to ensure clarity of scanned document in addition to Ironing and smothing may also be ensured.

Pre-processing of document would be the activities that are to be performed by the vendor on the documents collected before they can be scanned. It shall include (but is not limited to):

a) Records would be scanned and digitized at the ICCR premises and the vendor shall be responsible for collecting them from the ICCR to carry out the digitization work. The documents would be received in lots as agreed mutually between the vendor and the department.

b) Every file is required to be numbered and placed back at their initial place or as instructed by concerned section after digitization/scanning by the Vendor.
c) Each page shall be serially numbered and shall be counted while giving the documents back.

d) The vendor shall provide sign-off on number of documents received from the ICCR.

e) It'll be the responsibility of vendor to take care of document’s security. In case of loss and damage to any documents appropriate remedy including penalty may be imposed on the vendor for the loss suffered as detailed in terms and condition of post award of contract.

f) The vendor shall maintain a note of the document details in a register while collecting these documents. Documents are required to be counted and entered into the log register before taking to the scanning area. The vendor shall check for the number of documents in a file in presence of the representative of Department.

g) After collection of documents by the vendor, it would be the responsibility of the vendor to maintain and return the documents in their original form to the Department.

h) The vendor shall be responsible for removal of unwanted dust, removal of tags, pins, threads, rubber bands etc and sorting & numbering of pages in the document file in the correct order.

i) Since some documents are old and may not be in good physical condition, these documents may be repaired for scanning. The vendor will carefully unfold and flatten the documents to eliminate creases and wrinkles.

j) The vendor shall take special care in preparing the documents which are too old and that may not be in good physical condition and as very delicate they may not be directly scanned. This may include (but not limited to) pasting of torn pages, straightening of pages, un-binding of files that cannot be scanned directly. Some documents which are folded at the edges may even require ironing to straighten them. Documents should be prepared such that normal scanner can scan it.

k) The vendor shall take extreme care towards handling of documents so that their chronology is not disturbed or to maintain the sequence of records in the files. For example, Multi-page documents that must be kept together (e.g., a letter with an attachment).

l) The log register/template should be created in consultation with ICCR which should contain at least the following details:

   i.Name of the document collected  
   ii.Size of the pages in document (A4, legal, A3, etc.) along with the count. 
   iii.Total number of pages in the document.  
   iv.Collected from (Government Official). 
   v.Date of Collection  
   vi.Expected date of return  
   vii.Returned to (Government Official)  
   viii.Returned by (Vendor representative)  
   ix.Actual date of return
6.0 Scanning and Digitization:

i. Scanning
   a) The size & quantities of documents as of now shall be A4/Legal (7 Lakhs ± 10%). However, these figures may increase /decrease.

   b) The size of documents and accordingly the scanning needs may vary, however bidder is required to meet the requirement of the ICCR to complete the scanning and digitization work.

   c) It may be ensured that the Scanned documents are readable and in the searchable format i.e. PDF-A, and should be scanned in 300 dpi grey scales. All the pages of a single file have to be merged together to generate an exact replica of the physical file. The merged document should be represented in a PDF-A searchable file format for archival storage purpose. The vendor shall use Lossless Compression Techniques as per open standard format for documents.

   d) The Bidder shall estimate the total number of Data Entry Operators required for scanning and digitization of ICCR records/data/files and shall submit the project plan.

   e) The documents scanned in PDF shall be stored with Text Recognition and searchable format and readable in Adobe Acrobat Professional.

   f) The selected bidder shall have adequate infrastructure to scan and digitize documents as per the following combination of documents/pages and scanning specifications:

   g) The scanned documents shall be converted into searchable PDF (300dpi) or other standard formats as per the requirement of the ICCR. All the pages of a single file have to be stitched together to generate an exact replica of the physical file. The vendor will be responsible for quality assurance and will go through all documents to see if they are complete and legible.

      In case the documents are not legible it'll be the bidder's responsibility to scan the documents on high resolution i.e. 600 dpi or higher.

   h) The vendor shall add/replace poor quality scanned images/documents on its own, for which vendor shall not be entitled to get any extra payment.

   i) It is absolute responsibility of the vendor to ensure that the contents of the digitized documents shall be an exact replica of the original paper document maintained as part of the records in the books. This will be a mandatory condition for the vendor to authenticate the validity of the digitized documents.

   j) Under no circumstances, the documents shall be changed, mutilated, destroyed or replaced by some other documents.

   k) The vendor will undertake Quality Assurance processes for all aspects of processing and post processing of records including image capture, indexing, storage and return. The vendor's staff will perform quality control to ensure that each page is fully rendered, properly aligned, and free of aliasing/distortions. Inspection and quality control data shall always be recorded on the worksheet accompanying each volume. When necessary (e.g., poor image capture of an illustration), the staff will re-scan from the original text and insert the image(s) into the proper image file sequence. The
vendor shall perform following image enhancement activities:

i. The vendor shall perform skew, de-skew activities on the scanned document to make the image straight.

ii. The vendor shall carry out cropping and cleaning of images like removal of black noises around the text, providing equal margins around the text

iii. In case the documents are not legible, the vendor shall scan the documents at a higher resolution or in Grayscale. No extra payment shall be made for the same.

iv. No document shall be scanned more than once and no blank pages shall be scanned if they are part of file. The blank page in a file is a page that is entirely blank, or has only page number, or has only rubber stamp.

v. ICCR reserves the right to reject any scanning and indexing work if found unsuitable. The rejected work, if any, will have to be completed by good quality work forthwith at the risk of the contractor. No payment will be made for the rejected work.

vi. The vendor shall take extreme care towards handling of documents so that there is no disorder in the sequence of records in the files. For example, Multi-page documents that must be kept together (e.g., a letter with an attachment). Files/documents to be returned in original form.

vii. Scanning, Storing the Data in Scanned form with mirroring facility and one additional backup on hard disk drive to the person responsible.

viii. The output has to be given in Searchable PDF format.

ix. Handing over the scanned data on appropriate electronic media to ICCR applications and to directly upload into the ICCR applications.

x. Vendor should ensure that qualities of scanned images are enhanced up to the optimum level and required image enhancement activities have been done on the documents.

xi. The documents to extent possible should be scanned in ascending order of Dates i.e. the record/document with latest date shall be visible first.

xii. The documents carrying flag notices should be scanned and endorsed with Reference Flag/Tags, required separately as per ICCR.

xiii. For any deletion/virus inflicted, loss or mutilation of the data provided after scanning, the contractor will be fully responsible for compensating the loss caused by negligence.
7.0 Retrieval of digitized documents

a) The hyper linking of the data should be done with the bookmarking for the faster retrieval of relevant information, wherever possible as per ICCR requirements

b) It should be able to store and retrieve documents of any format like tiff, jpeg, Pdf/a etc.

c) The software and the methodology to be adopted should ensure seamless integration with the existing workflow system.

8.0 Post Scanning:

a) After scanning, the physical document would be pinned together/ tagged in the same form as it was given for scanning by the individual units of the ICCR. At the end of the process all paper documents will be returned in their original form to the ICCR.

b) Each page shall be serially arranged and shall be counted while giving the documents back to the department.

c) The vendor is required to use their own MIS tool to generate fortnightly reports for tracking the digitization status. These reports would contain basically summary of records scanned and stored.

d) The release of payments is linked to fortnightly submission of these reports and the status of work to the ICCR and subsequent receipt of sign-offs.

9.0 Storage and Backup

a) A folder structure has to be followed while storing the digitized data in the DVD and/or at central storage/ Server space

b) Nomenclature of the digitized file should be in accordance with the e-Gov standard and should be discussed with the ICCR.

c) Copies of the scanned data (and metadata) shall be provided in DVD by the Vendor. The bidder will create a Master copy for the ICCR and will provide the replica of Master copy as per the requirement of the ICCR.

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

e) Bidder shall train the respective users on retrieving the records after file conversion

10.0 Training

The bidder is required to clearly understand the process of total scanning and digitization of records w.r.t. ICCR application needs and shall organize training of its manpower resource, Data Entry Operators to undertake data entry services for efficiently handling the work and with minimal errors.

The manpower resource/Data entry operators thus deployed should be able to understand the application needs, processes and to capture/data entry of the parameters/fields as per ICCR instructions.

a) Preparation of a User Manual for each function/module for its manpower resource/Data Entry Operator’s deployed for ICCR requirements.

b) Obtain approval of the ICCR on the Training content at least 1 week before delivery of the Training program.

c) Hard copy of Training material to be provided to the participants during the Training session while softcopy is to be forwarded to ICCR.

d) Vendor should impart adequate training to the staff engaged for scanning & Digitization and to staff of ICCR for (i) archival (scanning and storing) (ii) retrieval and printing.
# TECHNICAL BID

For Providing Scanning and Digitization Services at Indian Council for Cultural Relations at Azad Bhavan, Indraprastha Estate, New Delhi-11 0002 and other offices as identified in the tender.

1. Name of Tendering Company & date of inception (Attach certificates of registration with a brief profile of the company)

<table>
<thead>
<tr>
<th></th>
<th>Years since inception (Please tick)</th>
<th>Up to 3 years</th>
<th>Exceeding 3 years &amp; up to 5 years</th>
<th>Exceeding 5 years &amp; up to 8 years</th>
<th>Exceeding 8 Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>1A</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Name of Proprietor/Director of Company

3. Full address of Registered Office with Telephone No., FAX and E-Mail

4. Full address of operating/ Branch Office with Telephone No., FAX and E-Mail.

5. Banker of Company with full address (Attach certified copy of statement of Account for the last three years)

6. PAN/GIR No. (Attach attested copy)

7. Service Tax & GST Registration No. (Attach attested copies)

8. E.P.F. Registration No. (Attach attested copy)

9. E.S.I. Registration No. (Attach attested copy)

10. Balance Sheet for the last 3 years.

11.A Documents showing successful completion of scanning & digitizing of at least one project with 3 Lakhs documents in Central/State Government/PSU offices or two projects of scanning & digitizing with atleast 1.5 Lakh documents in each or three Projects of 1 Lakh documents each using standard scanning technology.(Attach attested copies).

Give details of the major similar contracts related Scanning and Digitization Services handled by the tendering Company on behalf of PSUs and Government Departments during the last three years. (Attach attested copies).

11B Experience in providing Scanning and Digitizing services in years (Please tick)

<table>
<thead>
<tr>
<th></th>
<th>Up to 3 years</th>
<th>Exceeding 3 years and Up to 5 years</th>
<th>Exceeding 5 Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>11B</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

12. Affidavit stating that the company is/has not been black listed by Central/State Government / PSU (Attach copy)

13. Declaration about Fraud and corrupt practices (Duly signed & attested as given in the Document - Annexure -5)

14. List of other clients
15. Average turnover of the company in the last three years. The bidder may kindly attach the copies of ITR for the last three year

<table>
<thead>
<tr>
<th></th>
<th>Average turnover of the company in the last three years. The bidder may kindly attach the copies of ITR for the last three year</th>
<th>Rs.</th>
<th>25Lakhs</th>
<th>25 Lakhs</th>
<th>25 Lakhs</th>
</tr>
</thead>
</table>

Signature of authorized person
Full Name:
Seal:
Date
Place
### TABLE-13.4

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Criteria</th>
<th>Requirements</th>
<th>Max Marks</th>
<th>Supporting Documents</th>
</tr>
</thead>
</table>
| i.     | Should be in the business of Scanning & Digitization/Data Entry          | If more than x1 years : 3 marks  
Between x1 and x2 marks : 7 marks  
Between x2 and x3 marks : 10 marks  
Less than x3 years : 0 marks                                                                                                                                                                         | 10        | Copy of Work Order                                                                  |
<p>| ii.    | Scanning &amp; Digitization Applications                                     | The Bidder must have three projects on such as; E-office implementation work in Central Government / State Government Departments / Semi Govt. Organization / Constitutional Institutions / Banks                                                                                  | 10        | Documentary evidence required. E-Office                                             |
| iii.   | Financial strength                                                      | The company annual turnover of the bidder during each of the last three financial years (2015-16, 2016-17, 2017-18) (as per the last published audited balance sheets), should be at least Rs. 25 Lakhs (Rupees Twenty Five Lakhs) per year. | 15        | Extracts from the audited Balance sheet and Profit &amp; Loss; OR Certificate from the auditor |
| iv.    | Scanning and Indexing Experience                                         | The Bidder must have successfully completed at least three project of data digitization in Central Government / State Government Departments / Semi Govt. Organization / Constitutional Institutions / Banks | 20        | Completion Certificates from the client; OR                                        |
| v.     | Similar assignment                                                       | The Bidder must have completed at least one project of Scanning and digitization of at least 3Lakhs documents or Two Projects of 1.5 Lakhs documents each or Three Projects of 1 Lakh documents each in the past 3 years. | 10        | Work Order plus Phase Completion Certificate (for ongoing projects) from the client |
| vi.    | Manpower &amp; Infrastructure                                               | The bidder should have atleast 60 well qualified manpower including sufficient                                                                                                                             | 10        | Invoice should be attached for scanners &amp; proof of govt. statutory                 |</p>
<table>
<thead>
<tr>
<th></th>
<th>High speed Scanners and IT infrastructure</th>
<th>certificate attached.</th>
</tr>
</thead>
<tbody>
<tr>
<td>vii.</td>
<td>Certifications</td>
<td>Quality certification from an accredited and internationally reputed / renowned firm (viz. ISO 9001) and Information Security Management System</td>
</tr>
<tr>
<td>viii.</td>
<td>Work Plan</td>
<td>Work Plan and Manpower Commitment</td>
</tr>
<tr>
<td>ix.</td>
<td>Quality Check methodology proposed</td>
<td>Methodology for Quality Check &amp; Government Data Security</td>
</tr>
</tbody>
</table>

A Certificate to the effect that the entity has provided satisfactory service has to be furnished from the concerned Department/Organization for the purpose of consideration under this category in the above Table 13.4.

The minimum Technical Score (St) required to qualify at Technical Bid stage is 70 Points out of 100.

(Vinay Vohra)  
Sr. Programme Director(Administration)  
Indian Council for Cultural Relations  
Azad Bhawan, Indraprastha Estate  
New Delhi - 110002  
Tel.No: 011-23379309
DECLARATION

1
I ______________________________________________________Son/Daughter/
Wife of Shri _____________________________________________Proprietor/Director,
authorized signatory of the Company, mentioned above, is competent to sign this
declaration and execute this tender document;

2
I have carefully read and understood all the terms and conditions of the tender and
undertake to abide to them;

3
The information! documents furnished along with the above application are true and
authentic to the best of my knowledge and belief. I ! we, are well aware of the fact that
furnishing of any false information! fabricated document would lead to rejection of my
tender at any stage besides prosecution under existing laws.

Signature of authorized
person

Full Name:

Seal:

Date:

Place:
## FINANCIAL BID

For providing Scanning and Digitizing Services at Indian Council for Cultural Relations, Offices

1. Name of tendering Service Provider Company
2. Details of Earnest Money Deposit
   a). Amount
   b). D.O. / P.O & Date
   c). Drawn on Bank
3. Rates are to be quoted in accordance with the Terms and Conditions of the Tender Bid and other by-laws applicable (inclusive of all statutory liabilities, taxes, levies, cess etc.)
4. In case, Central Govt./State Govt. fixes the minimum wages at a rate higher than the above quoted wages for the concerned category, the wages would be revised accordingly. Subsequently, he mandatory contributions would also stand revised but the Administrative/Service charges would remain fixed in Rupee terms as quoted in the bid and would not be revised as percentage of the minimum wages.

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
<th>Rate Per Page</th>
<th>Total Rs.</th>
<th>Taxes</th>
<th>Total Cost inclusive of Tax</th>
</tr>
</thead>
<tbody>
<tr>
<td>i.</td>
<td>Cost of Scanning and Digitization at 300 DPI in Grey Scale or B/W or in Colour/True Colour in Searchable PDF format on Metadata, cleaning, cropping and creation of meta data &amp; data entry for A4/Legal Documents. (Bidder’s quote shall include manpower planned to be deployed for providing above services. No Separate Payments shall be considered in respect to manpower engaged by the bidder.)</td>
<td>8,00,000</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ii.</td>
<td>GST</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>iii.</td>
<td>Bidder shall also quote price for increase quantity</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>a). 25000 additional records</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>b). 25000 to 50000 Records</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>c). 50000 or above.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>iv.</td>
<td>Grand Total (Col. 1 to 5)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Signature of Authorized Person

Full Name: [Name]
Seal
Date
Place: [Location]

**Notes:**
1. The rates quoted by the tendering Company should be inclusive of all statutory taxation liabilities in force at the time of entering into the contract.
2. The payment shall be made on conclusion of the calendar month only on the basis of duties performed by each person during the month.
DECLARATION ABOUT FRAUD AND CORRUPT PRACTICES

We certify that in last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.

We declare that:

We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in Section B of Fraud and Corrupt Practices of the Terms and Conditions of the document, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprise or any Government, Central or State; and

b) We have taken steps to ensure that in conformity with the provisions of Section B of Fraud and Corrupt Practices of the Terms and Conditions of the document, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

We certify that in regard to matters other than security and integrity of the country, we or any of our Associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority, which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.

We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law.

We further certify that no investigation by a regulatory authority is pending either against us or against our CEO or any of our directors / managers / employees.

Signature:

Name & Designation with office
Seal

Date:

Place:
Pre-Bid Meeting (Format)

Refer Pre bid meeting: A pre-bid meeting will be held on date 8th August’2019 time 11.00 hours. Venue: ICCR Conference Room, Azad Bhawan, I. P Estate, New Delhi-110002

Name of Nodal Officer: Vinay Vohra

Email-Phone: spdadmn.iccr@gov.in/011-23379509/10

Bidder’s are requested to submit clarifications if any by 7.8.2019 (before the pre-bid meeting date).

Pre-Bid Meeting & Clarifications

a. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to <Name, Address, and email id of the Nodal Officer> by post, or email on or before 7.8.2019
b. ICCR shall not be responsible for ensuring that the Bidders’ queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the ICCR.

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

Bidders Queries

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>RFP Document Reference(s) (Section &amp; Page Number(s))</th>
<th>Content of RFP requiring Clarification(s)</th>
<th>Points of Clarification</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The Bidders are expected to respond to the RFP using the forms given in this section and all documents supporting Pre-Qualification / Technical Evaluation Criteria.

Form 1: Covering Letter
To:
<Location, Date>
<Date>
<Name>
<Designation>
<Address>
<Phone Nos.>
<Fax Nos.>
<email id>

Subject: Submission of the Financial bid for <provide name of the data entry services assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide the data entry services for [Title of 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 exclusive of the local taxes.

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 remain,

Yours sincerely,

Authorized Signature:
Name and Title of Signatory:
Name of Firm:
Address:
**Form 2:**

**1.0 Compliance Sheet for Pre-qualification Proposal**

(The pre-qualification 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 Pre-Qualification proposal).

<table>
<thead>
<tr>
<th>S No.</th>
<th>Basic Requirement</th>
<th>Required</th>
<th>Provided</th>
<th>Reference &amp; Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Tender Fee</td>
<td>DD/RTGS</td>
<td>Yes/No</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Power of Attorney</td>
<td>Copy of Power of Attorney in the name of the Authorized signatory</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Particulars of the Bidders</td>
<td>As per Form 3</td>
<td>Yes/No</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Earnest Money Deposit</td>
<td>Demand Draft</td>
<td>Yes/No</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Covering Letter for Technical Proposal</td>
<td></td>
<td>Yes/No</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Should be in the business of Scanning and Digitization Data Entry Services</td>
<td>No of Years</td>
<td>Yes/No</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Financial strength</td>
<td>Extracts from the audited Balance sheet and Profit &amp; Loss; OR Certificate from the auditor</td>
<td>Yes/No</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Experience of similar assignment</td>
<td>Completion Certificates from the client; OR Work Order + Phase Completion Certificate (for ongoing projects) from the client</td>
<td>Yes/No</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Certifications</td>
<td>Copy of certificate</td>
<td>Yes/No</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Work Plan</td>
<td></td>
<td>Yes/No</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Quality Check methodology</td>
<td></td>
<td>Yes/No</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Debarment Certificate</td>
<td></td>
<td>Yes/No</td>
<td></td>
</tr>
</tbody>
</table>

Some of the other General conditions
## 2.0 Compliance Sheet for Evaluation Criteria

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Criteria</th>
<th>Requirements</th>
<th>Status by the Bidders</th>
<th>Supporting Documents Submitted</th>
</tr>
</thead>
</table>
| 1      | Should be in the business of Scanning & Digitization/Data Entry          | If more than x1 years : 3 marks  
Between x1 and x2 marks : 7 marks  
Between x2 and x3 marks : 10 marks  
Less than x3 years : 0 marks |                       |                                |
<p>| 2      | E-Office Application(Provided by eOffice Div of NIC) Experience          | The Bidder must have two projects on E-office implementation work in Central Government / State Government Departments / Semi Govt. Organization / Constitutional Institutions / Banks |                       |                                |
| 3      | Financial strength                                                      | The company annual turnover of the bidder during each of the last three financial years (2015-16, 2016-17, 2017-18) (as per the last published audited balance sheets), should be at least Rs. 3 Crore (Rupees Three Crore) per year. |                       |                                |
| 4      | Scanning and Indexing Experience                                        | The Bidder must have successfully completed at least three project of data digitization in Central Government / State Government Departments / Semi Govt. Organization / Constitutional Institutions / Banks |                       |                                |
| 5      | Similar assignment                                                      | The Bidder must have completed at least one project of Scanning and digitization of at least 3 Lakhs documents or Two Projects of 1.5 Lakhs documents each or Three Projects of 1 |                       |                                |</p>
<table>
<thead>
<tr>
<th></th>
<th>Lakh documents each in the past 3 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>Manpower &amp; Infrastructure</td>
</tr>
<tr>
<td></td>
<td>The bidder should have at least 60 well qualified manpower including sufficient High speed Scanners and IT infrastructure</td>
</tr>
<tr>
<td>7</td>
<td>Certifications</td>
</tr>
<tr>
<td></td>
<td>Quality certification from an accredited and internationally reputed / renowned firm (viz. ISO 9001) and Information Security Management System</td>
</tr>
<tr>
<td>8</td>
<td>Work Plan</td>
</tr>
<tr>
<td></td>
<td>Work Plan and Manpower Commitment</td>
</tr>
<tr>
<td>9</td>
<td>Quality Check methodology proposed</td>
</tr>
<tr>
<td></td>
<td>Methodology for Quality Check &amp; Government Data Security</td>
</tr>
<tr>
<td>S No</td>
<td>Information Sought</td>
</tr>
<tr>
<td>------</td>
<td>-------------------------------------------------------------</td>
</tr>
<tr>
<td>1.</td>
<td>Name and address of the bidding Company</td>
</tr>
<tr>
<td>2.</td>
<td>Incorporation status of the firm (public limited / private limited, etc.)</td>
</tr>
<tr>
<td>3.</td>
<td>Year of Establishment</td>
</tr>
<tr>
<td>4.</td>
<td>Date of registration</td>
</tr>
<tr>
<td>5.</td>
<td>ROC Reference No</td>
</tr>
<tr>
<td>6.</td>
<td>Details of company registration</td>
</tr>
<tr>
<td>7.</td>
<td>Details of registration with appropriate authorities for service tax</td>
</tr>
<tr>
<td>8.</td>
<td>Name, Address, email, Phone nos. and Mobile Number of Contact Person</td>
</tr>
</tbody>
</table>
Form 4: Letter of Proposal

To:  
<Location, Date>  
<Name>  
<Designation>  
<Address>  
<Phone Nos.>  
<email id>  

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

Dear Sir/Madam,

We, the undersigned, offer to provide Systems Implementation solutions to the ICCR for <Name of the data entry assignment> 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 uploaded on the e-procurement portal www.tenderwizard.com/ICCREPROC

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 <90> days as stipulated in the RFP document.

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: ____________________________
Form 5: Bank Guarantee for Earnest Money Deposit

To,

<Name>
<Designation>
<Address>
<Phone Nos.>
<email id>

2. Whereas <<name of the Bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP # <<RFP Number>> dated <<insert date>> for <<name of the assignment>> (hereinafter called "the Bid") to <ICCR>

3. Know all Men by these presents that we << >> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the <ICCR> (hereinafter called "the ICCR") 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 ICCR, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<insert date>>

The conditions of this obligation are:

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

5. If the Bidder, having been notified of the acceptance of its bid by the ICCR 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 for failure to respond in the subsequent Tender process after having been short listed;

We undertake to pay to the ICCR up to the above amount upon receipt of its first written demand, without the ICCR having to substantiate its demand, provided that in its demand the ICCR 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.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

IV. Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)

V. This Bank Guarantee shall be valid up to <<insert date>>

VI. 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:
Form 6: Performance Bank Guarantee

PERFORMANCE SECURITY:
<Location, Date>
>Name>
<Designation>
<Address>
<Phone Nos.>
<email id>

Whereas, <<name of the supplier and address>> (hereinafter called “the Bidder”) has undertaken, in pursuance of contract no. <<insert contract no.>> dated. <<insert date>> to provide data entry services for <<name of the assignment>> to <ICCR> (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 the bank>> a banking company incorporated and having its head /registered office at <<address of the registered office>> and having one of its office at <<address of the 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 supplier, upto 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 upto <<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.