



Government of Karnataka

**RFP FOR SELECTION OF SERVICE PROVIDER FOR  
DIGITIZATION AND INDEXING OF DOCUMENTS**



**The Karnataka State Warehousing Corporation**

Tender Notification No.:KSWC/ADM/SW-DIG/4343/2014-15 Dated 22-09-2014

Managing Director

The Karnataka State Warehousing Corporation

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## GLOSSARY

<b>Term</b>	<b>Definition</b>
DWMS	Document and Workflow Management System
EMD	Earnest Money Deposit
FAQ	Frequently Asked Questions
GPR	Government Process Reengineering
ISO	International Organization for Standardization
KSDC	Karnataka State Data Center
KSWAN	Karnataka State Wide Area Network
MSA	Master Service Agreement
MTTR	Mean Time To Repair
NEFT	National Electronic Funds Transfer
OEM	Original Equipment Manufacturers
OLTP	Online Transaction Processing
OTC	Over the Counter
PBG	Performance Bank Guarantee
SP	Service Provider
URL	Unique Resource Locator

# 1 INVITATION FOR PROPOSAL

## 1.1 RFP NOTICE

This RFP Document is being published by the Karnataka State Warehousing Corporation known in this document as “KSWC”, to short list Service Providers for Digitizing & Indexing of Files/Documents”.

All interested bidders shall pay EMD and Tender Processing fee and submit their Technical and Commercial responses electronically using the unified e-Procurement platform of the CeG. The URL of the e-Proc portal is: <http://www.eproc.karnataka.gov.in>

Bidders are advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

This RFP document is not transferable. Before submission of bids, bidders must ensure that scanned copy of all the necessary documents have been attached with the bid. The department will not be responsible for delay in proposal submission due to any reason. Bidder agencies are requested to attend a pre-proposal conference as per details provided below.

## 1.2 CRITICAL INFORMATION

Sl. No.	Information	Details
1.	RFP Name	Selection Of Service Provider For Digitizing and Indexing of Documents.
2.	RFP Reference No.	KSWC/ADM/SW-DIG/4343/2014-15 Dated 22-09-2014
3.	RFP release date	23/09/2014
4.	Last date for submission of written queries for clarifications	29/09/2014,
5.	Pre bid meeting	06/10/2014, 4.30-5.00 pm
6.	Last date (deadline) for receipt of proposals in response to RFP notice	10/10/2014, 17.00 pm
7.	Place, Time and Date of opening of Technical proposals	KSWC 13/10/2014, 15.30pm
8.	Place, Time and Date of opening of Financial proposals	KSWC 16/10/2014, 15.30pm
9.	For Queries Contact	Managing Director The Karnataka State Warehousing Corporation No.43, Primrose Road, Bangalore-560 025 Telephone – 080 25571012/13 Fax – 080 25577324 Email: <a href="mailto:md@karnatakawarehousing.in">md@karnatakawarehousing.in</a>

Sl. No.	Information	Details
10.	Addressee and Address at which proposal in response to RFP notice is to be submitted:	Managing Director The Karnataka State Warehousing Corporation No.43, Primrose Road, Bangalore-560 025 Telephone – 080 25571012/13 Fax – 080 25577324 Email: md@karnatakawarehousing.in
11.	Submission Type	Through e-Procurement Portal <a href="http://www.eproc.karnataka.gov.in">http://www.eproc.karnataka.gov.in</a>

Table 1: Critical Information

### 1.3 OTHER IMPORTANT INFORMATION RELATED TO THE TENDER

Sl. No.	Item	Description
1.	Cost of Tender Document	Nil
2.	EMD	INR Twenty Five Thousand Only (Rs. 25,000/=)
3.	Bid Validity Period	90 days from the date of opening of proposals
4.	Deadline/ last date for furnishing performance security	Within Fifteen (15) working days of the date of notice of award of the contract or prior to signing of the contract whichever is earlier
5.	Performance Bank Guarantee	10% of the Contract Value, in the form of a Bank Guarantee from a Scheduled bank in India.
6.	Performance security validity period	180 Days after expiration of the Contract Period.
7.	Deadline / last date for signing contract	Within 21 working days of notice of award

Table 2: Other Important Information Related To Tender

## 2 INTRODUCTION

### 2.1 ABOUT KSWC

The Corporation is engaged in the activity of providing scientific storage facilities for food grains, pulses, oilseeds, spices, sugar, fertilizer, manures and other notified commodities through a network of 130 Warehouse centers throughout the State of Karnataka. The storage facility is being utilized by local depositors like Farmers, Traders, Merchants and Bulk depositors like Food Corporation of India, Fertilizer Companies, Sugar Factories and other Government Organizations.

1. There are 130 warehouses across Karnataka State and 7 Regional Offices
2. Head Office is at Primrose Road, Bangalore

The Corporation is providing handling and transportation of stocks to and from the Warehouse centers to its Major Bulk depositors. Keeping in view the demand for storage, the Corporation is planning to construct additional warehouses every year.

The farmers can avail financial assistance from the Banks by pledging the Warehouse Receipts to avoid distress sale of agricultural produce immediately after the harvest, since the market rates are very low at the time of harvest. The Corporation is extending a rebate of 15% in the storage charges for the stocks belonging to the bonafide agriculturists, 20% rebate for women agriculturists, and 25% rebate allotted to SC/ST agriculturists.

Throughout the State of Karnataka the Banks and other financial institutions are also providing "Short Term Pledge" to the Farmers having deposited their stocks in the Warehouses. The stocks stored in the Warehouses enjoy absolute security, i.e., protected against the damages of storage Insects, Pests and Rodents and also the stocks will be insured against the risks of fire, thefts, burglary, floods and civil commotion.

Karnataka State Warehousing Corporation has been providing disinfestations services for more than 30 years. Under the scheme, the Corporation undertakes disinfestations works such as eradication of Insects and Pests, Rodent Control, Fumigation of stocks to maintain the hygienic condition of commodities by killing insects present in the stocks, prophylactic treatment to the stocks, office records, and stores to eradicate insects and termites, anti-termite treatment to eradicate the termites, before taking the constructions of new buildings.

### 2.2 OBJECTIVES OF KSWC

1. To acquire and build go-downs and Warehouses within the state of Karnataka for the benefit of farmers and other depositors.
2. To run Warehouses in the state for the storage of Agricultural Produce, Seeds, Manures, Fertilizers, Agriculture implements and other notified commodities and preserve them by scientific means. Augmentation of Storage capacity every year for stocks of farmers and other depositors.
3. Arrange facilities for the Transport of Agricultural Produce, seeds Manures, Fertilizers etc. for the convenience of farmers and bulk depositors like Food Corporation of India (FCI), Fertilizer companies, Karnataka Food and Civil Supplies Corporation etc.
4. Arrange for Pest Control and Disinfestations service to the farmers, Government offices, Public libraries, Hostels, Theaters, Public buildings, Private establishments, Apartments etc., Rodent control, Insect control, Cockroach control are a few specialized services undertaken.

### 2.3 PROJECT BACKGROUND

KSWC recognizes the fact that, with the advancements in technology, various options are now available for preservation and maintenance of physical files and documents. Large volumes of hard

copy documents can be now be scanned, stored and maintained in a more succinct manner; information contained in hard copy documents can be digitized by a simple process of keying-in mechanism through a digitization-software and further, high response applications can be built around the scanned/ digital data for further processing and management thus enabling the government to provide automated services to citizens at large.

In the above context, KSWC is already in the process of implementing Warehousing Management System to automate the Warehouse processes. Simultaneously, KSWC intends to digitize all the old relevant records of KSWC and make it available in electronic mode from a central repository and make the functioning of KSWC in electronic mode in phased manner.

Therefore KSWC wishes to select a bidder through open tender for undertaking the Digitization/Scanning and Indexing of Old Files/Documents and add to the Document and Workflow Management System.

There will be a two part bid namely: Technical & Financial bids. Bidders are advised to study the Bid Document carefully. Submission of the Technical & Financial Bid shall be deemed to have been submitted separately after careful study and examination of all instructions, forms, terms and conditions and requirement specifications in the tender document with full understanding of its implications. Bids not complying with all the given clauses in this tender document are liable to be rejected. Failure to furnish all information required by the tender document or submission of a bid not substantially responsive to the tender document in every respect be at the vendor's risk and may result in the rejection of the bid. Order will be placed to the finally selected vendor after signing Agreement with the department.

## **2.4 OBJECTIVE OF PROJECT**

The objectives of the scanning exercise for the department are -

- a. Preservation of KSWC Documents - The key objective which KSWC seeks to achieve from the digitization/scanning initiatives is the preservation of information within KSWC.
- b. Utilization of the digital data- The department wishes to further utilize the scanned/ digitized data to create an integrated system of maintenance and information dissemination mechanism around it.



### 3 SCOPE OF WORK

The scope of work defined in this RFP pertains to the digitization/Scanning and Indexing of Old Files/Documents and uploading to required PLO software.

The Scope of work includes:

- a. Digitize old Files/Documents and upload to the Software with proper indexing for easy search and retrieval.
- b. There are approximately 3500 office files/documents to be digitized. Each file contains approximately 150 sheets. Thus approximate pages are  $3500 \times 150 \times 2 = 10,50,000$ .
- c. Approximately 1 million pages have to be digitized, indexed and uploaded to the PLO software prescribed by the KSWC.

#### 3.1 FACILITIES & INFRASTRUCTURE

The vendor will be required to set up the complete environment (i.e. Manpower, IT Infrastructure, Scanners, UPS, Power backup, Local Network etc.) at digitization centre. Space and Raw power with required Furniture will be provided by KSWC.

While the vendor will be required to bring his own scanning software, the department will provide the vendor with the requisite Software for the purpose of uploading into central repository.

#### 3.2 ROLES AND RESPONSIBILITIES

##### 3.2.1 Bidder Accountability \ Responsibilities

The bidder will be responsible for receiving the physical documents from KSWC for scanning/ digitization. The bidder will be responsible for guaranteeing the quality of the scan and the digital data.

The following sections describe bidder's project responsibilities -

- a. Receiving and custody of documents obtained from KSWC: The bidder will obtain formal approval of the corresponding office/department to obtain custody of the documents. The bidder must acknowledge receipt of each record.
- b. The bidder will be responsible and accountable for maintaining the confidentiality, security and the physical condition of the documents under its custody.
- c. The bidder will be responsible for scanning/digitizing the documents, indexing those (Approx 10 Fields for average 150 Characters) & upload the Software provided by Department.
- d. The bidder will be responsible for re-scanning / re-entering the metadata of documents that were rejected as part of quality verification on site.

Note: The bidders must familiarize themselves with local conditions at KSWC and take them into account in preparing their Proposals. To obtain first-hand information on the assignment and on the local conditions, the bidders are encouraged to pay a visit to KSWC before submitting their proposal.

##### 3.2.2 Department Accountability \ Responsibilities

The department will be responsible for providing the original documents to the bidder. It will also be responsible for verification and approval of the quality of the digitized images with respect to the physical documents. The following points outline the department's responsibilities –

- a. The Department will be responsible for handing over the paper documents for the scanning\digitization exercise to the bidder. It will assist the bidder in obtaining approval from custodian of the documents. It will maintain a record of documents that have been sent for scanning\digitization.
- b. The department will be responsible for handing over the format of final deliverable to the vendor.

- c. The Department will perform quality check of the digitization and provide approval for the same before handing over the next set of documents. It will be responsible for identifying and keeping a count of documents that require rescanning.
- d. The Department will verify and validate the submission of the original documents, the scanned media, digitized metadata back by the vendor.

### 3.3 TECHNICAL SPECIFICATION

The detailed Technical Specification of the services to be provided is mentioned below. Bidders should provide compliance response of the requirement with relevant explanations.

Sl. No.	Technical Features	Remark
<b>A) Scanning Services</b>		
1.	The documents/pages shall be scanned on a min. 200 DPI resolution, black and white.	Mandatory
2.	Indexing of scanned document with 7 to 10 key words with approximately 150 to 200 Characters overall.	Mandatory
3.	The scanned documents shall be converted into Multipage “PDF/A” format and uploaded to KSWC Software. All the pages of a single file have to be created into a multipage PDF/A document.	Mandatory
4.	Quality of scanned imaged are enhanced up to the optimum level and required image enhancement activities like De-skew (to make the images straight), contrast ratio setting etc. has been done on the documents.	Mandatory
5.	Cropping and cleaning of images like removing black noises around the text, and providing the equal margins all around the text.	Mandatory
6.	In case the content of the documents are not visible then document scanning shall be done in Gray Scale. No extra payment shall be made for the same.	Mandatory
7.	The document scanning vendor will use its own infrastructure. This shall include, but is not limited to, Computers, Scanners, UPS, etc. for document scanning. The space for setting up the scanning infrastructure along with required tables & chairs as well as the raw power connections will be provided by KSWC at the scanning location.	Mandatory
8.	No document shall be digitized more than once. The file numbering will be checked by the scanning vendor and if there is any discrepancy in numbering, it should be sorted out with the departmental in charge before proceeding	Mandatory
9.	The document scanning vendor would deploy its own human resource for all the aforementioned activities. The vendor shall deploy adequately skilled manpower resources to complete the job within the specified time.	Mandatory
10.	After scanning, the physical document would have to be pinned together/tagged in the same form as it was given for scanning by KSWC.	Mandatory

Table 3: Technical Specifications

### 3.4 QUALITY CONTROL CONSIDERATION

- a. The bidder will validate from the department appointed supervisors, the documents that were taken up for scanning\data entry and the scan media belonging to a particular a batch for their count and quality approval before obtaining the documents of the next batch.
- b. Appropriate DPI / resolution attributes will be fixed at the time of scanning to suit the quality of the original document. The following are the DPI specifications that are required to be used depending on the physical condition of the document –

Physical condition of the document	Minimum DPI required	Scan Mode
Regular	200	Monochrome
Very damaged \ tarnished\ clouded	300	Monochrome
Seriously damaged \ tarnished\ clouded	200	Grey Scale

- c. The scanning activity will need to be done in such a manner that all the contents of the original documents are clearly 'legible' and 'readable'. The department reserves the right to conduct random checks for quality assessments of the scan and demand rescanning where ever applicable. Rescanning penalty charges as particularized in the contractual agreement would be applicable under such cases.

## 4 BID PROCESS MANAGEMENT

### 4.1 INSTRUCTIONS TO BIDDER

The Karnataka State Warehousing Corporation, Government of Karnataka invites reputed bidders to submit their technical proposals and financial offers for Scanning/Digitization of Old Files/Documents in accordance with the conditions and manner prescribed in this Request for Proposal (RFP) document. The Vendor should be ready to start the work within 07 (Seven) Days of signing of the contract.

This document provides information to enable bidders to understand the broad requirements to submit their "Bids" as per the detailed scope of work provided in this RFP document.

### 4.2 COST OF RFP

The Cost of Tender document is NIL. Tender processing fee should be submitted, along with their Bids, and should be paid through any of the e-payment options in the e-Procurement Portal of Government of Karnataka:

- Credit Card
- Direct Debit
- National Electronic Funds Transfer (NEFT)
- RTGS
- Internet Banking
- Over the Counter (OTC) – designated bank branches located across the country

#### 4.3 BID CLARIFICATIONS

The Bidders can send their clarifications by email/Fax before the date given in the respective section of this RFP. No request for clarification from any bidder will be entertained after the due date.

#### 4.4 AMENDMENT OF RFP DOCUMENT

At any time till (Three) 03 days before the deadline for submission of bids, KSWC, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by an amendment. All the amendments made in the document would be published in the website of <http://www.eproc.karnataka.gov.in> ONLY and the amendments will be binding on bidder.

The bidders are advised to visit the website <http://www.eproc.karnataka.gov.in> on regular basis for checking necessary updates. KSWC also reserves the rights to amend the dates mentioned in this RFP for bid process.

In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, KSWC may, at its discretion, extend the last date for the receipt of Bids.

#### 4.5 KSWC'S RIGHTS TO MODIFY SUBMISSION DEADLINE

KSWC may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing a corrigendum, in which case all rights and obligations of the project and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

#### 4.6 KSWC'S RIGHTS TO TERMINATE THE PROCESS

The issuance of RFP document is merely an invitation to offer and must not be construed as any agreement or contract or arrangement, nor would it be construed as any investigation or review carried out by a Bidder. The Bidder unconditionally acknowledges by submitting its response to this RFP document that it has not relied on any idea, information, statement, representation, or warranty given in this RFP document.

This RFP does not constitute an offer by KSWC. The bidder's participation in this process may result in KSWC selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by KSWC to execute a contract or to continue negotiations. The KSWC may terminate negotiations at any time for any reasons deemed fit by KSWC such as too high quote or for such other reasons or without assigning any reason. KSWC makes no commitments, express or implied, that this process will result in a business transaction with anyone. KSWC reserves the right to accept or reject any proposal and to annul the bidding process and reject all Bids 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 KSWC's action.

#### 4.7 EMD AND ITS AMOUNT

Bidders should submit, along with their Bids, EMD of Rs. 25,000 (Rs Twenty Five Thousand only), and should be paid through any of the e-payment options in the e-Procurement Portal of Government of Karnataka:

- Credit Card
- Direct Debit
- National Electronic Funds Transfer (NEFT)

- RTGS
- Internet Banking
- Over the Counter (OTC) – designated bank branches located across the country

The EMD should be denominated in Indian Rupees only. No interest will be payable to the Bidder on the amount of the EMD. Unsuccessful Bidder's EMD will be discharged/ returned as promptly as possible, but not later than 30 days after the award of the contract to the selected Vendor. In case bid is submitted without EMD as mentioned above then KSWC reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned. The EMD of the successful bidder will be returned within 30 days after the bidder pays PBG and signs the contract.

The EMD may be forfeited:

- a. If a Bidder withdraws their bid or increases their quoted prices during the period of bid validity or its extended period, if any; or
- b. In the case of a successful bidder, if the Bidder fails to sign the Contract or to furnish PBG within specified time in accordance with the format given in the RFP
- c. The EMD should be submitted as mentioned in this RFP. Bids submitted without adequate EMD will be liable for rejection.
- d. During the bid process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- e. During the bid process, if any information found wrong / manipulated / hidden in the bid.
- f. The decision of KSWC regarding forfeiture of the EMD and rejection of bid shall be final & should not be called upon question under any circumstances.

#### **4.8 VENUE & DEADLINE FOR SUBMISSION OF PROPOSALS**

- a. The bids will be submitted through e-Procurement Portal of Government of Karnataka <http://www.eproc.karnataka.gov.in>
- b. KSWC will not accept delivery of proposal by fax or e-mail. Proposal received by facsimile or email will be treated as defective, invalid and rejected.
- c. All interested bidders shall pay EMD and Tender Processing fee and submit their Technical and Commercial responses electronically using the unified e-Procurement platform of the CeG.
- d. Bidders shall submit the tenders only through the unified e-Procurement system before the scheduled date and time for bid submission. KSWC will not be liable or responsible for any delays due to unavailability of the portal and the internet link.
- e. Since the submission of the proposals shall be through the e-Procurement System of Government of Karnataka, all bidders shall register themselves in the e-Procurement system and all terms and conditions applicable for bid submission through e-Procurement shall be applicable for this bid also.
- f. KSWC may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing an addendum/corrigendum. In this case, all rights and obligations of KSWC and the bidders who have been previously subjected to the original deadline will thereafter be subject to the extended deadline.
- g. Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained.

#### **4.9 PERIOD OF VALIDITY OF PROPOSALS**

The technical and financial proposals and the rates provided in the financial proposal shall be valid for a period of Ninety (90) Days from the date of opening of the proposals. A proposal valid for a shorter

period may be rejected as non-responsive. Any bidder withdrawing the proposal within the period of validity will forfeit his EMD.

No proposal may be withdrawn in the interval between the deadline for submission of proposals and the expiration of the validity period specified by the bidder on the proposal form.

#### 4.10 CHARGES

- a. For Scanning/Digitization, the amount will be paid on Number of Pages Scanned at actual on a monthly basis, subject to statutory and other deductions and penalties if any levied and damages if any, recoverable under the contract provided that the work has been done as per agreed terms and to the satisfaction of KSWC. The bidder will be responsible for liabilities of all kinds including local and other taxes.
- b. The bidder will be responsible for digitization and ensuring archival quality of scanned images. No payment will be made for images and metadata not found of satisfactory quality.
- c. The Contract charges shall be the only payment, payable by KSWC to the successful bidder for completion of the contractual obligations by the successful bidder under the Contract, subject to the terms of payment specified in the contract. The charges would be inclusive of all taxes, duties, charges and levies as applicable.
- d. The charges, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of project. A proposal submitted with an adjustable charge quotation or conditional proposal may be rejected as non-responsive. The charges quoted in the financial bid shall be subject to negotiation with KSWC based on the requirements.

#### 4.11 DISQUALIFICATION

The proposal is liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this RFP:

- a. Proposal is not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal.
- b. During validity of the proposal, or its extended period, if any of the bidder increases his quoted charges.
- c. The bidder's proposal is conditional and has deviations from the terms and conditions of RFP.
- d. Submitted a proposal with quoted charges adjustment/variation provision.
- e. Proposal is received in incomplete form or not accompanied by all the requisite documents.
- f. Failed to provide clarifications related thereto, when sought;
- g. Proposal is received after due date and time.
- h. If Bidder provides quotation not for the entire scope of work.
- i. Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
- j. Bidder tries to influence the proposal evaluation process by unfair/unlawful/corrupt/fraudulent means at any point of time during the bid process
- k. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures,
- l. Bidders may specifically note that while evaluating the proposals, if it comes to KSWC's knowledge expressly or implied, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal then the bidders so

involved are liable to be disqualified for this contract as well as for a further period of three years from participation in any of the tenders floated by the department.

- m. Any conviction of the bidder in court case/ legal proceedings, tax evasion case.
- n. Bidder has been blacklisted by Central/ State/ UT Government or any of their clients.

#### **4.12 DOCUMENTS COMPRISING THE BIDDERS' PROPOSAL**

The Bidder must possess the requisite experience, technical know-how, man power strength, financial wherewithal and capabilities in providing the services necessary to meet KSWC's requirements, as described in the RFP Documents for the entire period of the contract. The Bidder's Bid must be complete in all respect, conform to all the requirements, terms and conditions and specifications as stipulated in the RFP document.

The Proposal submitted by the bidder shall comprise the following -

- a. Proposal covering letter;
- b. Tender Processing Fee;
- c. EMD amount
- d. Technical Proposal Cover Letter
- e. Technical proposal (Without the cost of Items)in the format as specified in this RFP;
- f. Financial proposal Cover letter
- g. Financial bid as specified in this RFP.
- h. Detailed Bill of Materials
- i. Affirmative Statement on the existence of, absence of, or potential for conflict of interest on the part of the bidder or any prospective sub-contractor due to prior, current, or proposed contracts, engagements, or affiliations with KSWC.
- j. Declaration that the bidder has not been debarred / blacklisted by any Government. / Semi-Government organization for quality of services / product and there is no major complaint/litigation against the bidder for corrupt practices by any organization.
- k. Declaration of any potential conflict of Interest with KSWC.
- l. Documents as mentioned in section 4.19.
- m. Any other information that is required to be submitted in the proposal process.
- n. The entire proposal shall be strictly as per the formats specified in this RFP. Bids with deviation from this format shall be rejected.

#### **4.13 TECHNICAL PROPOSAL**

- 1. The technical proposal should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's Technical Solution would meet the requirements.
- 2. The technical proposal should contain Technical Specification Compliance Sheet with detailed response.
- 3. The technical proposal should be structured according to the technical evaluation criteria and should address the following at the minimum:
  - a. Experience in scanning/digitization of government records.
- 4. The technical proposal should have the following technical details
  - a. Project Methodology.

5. KSWC is also open to any suggestions on additional services beyond the scope of this RFP that the bidder may want to render with respect to the approach adopted for this assignment in the light of their expertise or experience from similar assignments. In submitting additional information, it should be marked as supplemental to the required response. If the bidder wishes to propose additional services (or enhanced levels of services to KSWC) beyond the scope of this RFP, the proposal must include a description of such services as a separate attachment to the proposal and how it will enhance value to KSWC.

#### **4.14 FINANCIAL PROPOSAL**

1. Financial Proposal Cover Letter
2. Financial proposal in the format provided. (Charges should be quoted as per Clause 4.10 including taxes, levies, duties, charges as applicable).

#### **4.15 BID OPENING**

Bids will be opened after the date mentioned in the critical information section of this RFP through the process defined in the e-Procurement System of Government of Karnataka. Total transparency will be observed while opening of proposals.

Bids will be in two parts (technical and financial) as indicated in the RFP. There will be two bid opening events for each of the parts below.

- Technical Bids and
- Financial Bids.

The bid security submitted through the e-Procurement process shall be verified by KSWC. Bids not accompanied with the requisite Bid Security or whose Bid Security is not in order shall be rejected.

KSWC reserves the right at all times to postpone or cancel a scheduled Tender opening. In the event of the specified date of bid opening being declared a holiday, the bids shall be opened at the appointed time and location on the next working day.

#### **4.16 OPENING OF TECHNICAL BIDS**

The technical proposals of all the bidders who have paid Tender Processing Fee & EMD as specified in this RFP will be opened. Evaluation of technical proposal may involve a presentation and/or a demonstration by the bidder, if required. After evaluation of technical proposals, the financial proposals of only those bidders, who qualify in technical evaluation, will be opened.

#### **4.17 OPENING OF FINANCIAL BIDS**

KSWC will open the Financial Bids of only Technically Qualified Bidders, in the presence of the nodal officer / designated representatives of the Bidder who may choose to attend, at the time, date and place, in the critical information section of this RFP.

The Financial Bids will be evaluated by the department for completeness and accuracy.

If the bidder does not accept the correction of errors, its bid will be rejected and the bid security may be forfeited. The financial bid evaluation shall be based on L1; the lowest cost bidder shall be the winning bidder

#### **4.18 EVALUATION PROCESS**

The proposal evaluation would be divided into the following two stages:

- Pre-qualification & Technical Evaluation
- Financial Evaluation



Financial bid opening and Evaluation will be done only of those Bidders who qualify in the technical evaluation.

KSWC will carry out a detailed evaluation of the Prequalification Bids and Technical Bids received in order to determine the substantially responsive bid to the requirements set forth in this RFP in sections 4.19 Prequalification Criteria and 4.20 Evaluation Criteria.

- a. KSWC will first evaluate the Bid as per the Pre-Qualification Criteria detailed in section 4.19. KSWC while evaluating the Bids shall have no access to the Financial Bids until the Technical evaluation is concluded. .
- b. The technical evaluation would be done on the basis of the evaluation criteria in section 4.20 of this RFP. The technical evaluation criterion specifies mandatory requirements which need to be adhered for software and past relevant experience.
- c. Technical Presentations and prototype Demo: The department will invite each qualified Bidder to make a presentation along with a demo demonstrating their commitment and capabilities. The demo will be conducted after the evaluation of the pre-qualification bid for the qualified bidders in the prequalification stage. The purpose of such presentations and demo would be to allow the Bidders to present their capabilities to the department along with the key points in their proposals.
- d. KSWC may require verbal/written clarifications from the Bidders to clarify ambiguities and uncertainties arising out of the evaluation of the Bid documents. Oral clarifications provide the opportunity for KSWC to state its requirements clearly and for the bidder to more clearly state its proposal. KSWC at its sole discretion may seek inputs from their professional, technical faculties during the evaluation process.
- e. There should be no mention of charges in any part of the Bid other than the Financial Bids.
- f. No correspondence will be entertained outside the process of negotiation/discussion with KSWC.
- g. In order to qualify in the technical evaluation, the Bidder should obtain at least 75% marks in the technical bid. In case, no Bidder qualifies with 75% marks, KSWC has the right to reduce the minimum qualification marks.
- h. The financial bids of only technically successful Bidder(s) will be opened by KSWC. The evaluation will be carried out if financial bids are complete and computationally correct.
- i. Substantially Responsive Bid: A substantially responsive Bid is one, which conforms to all the requirements, terms, conditions and specifications of the Request for Proposal without any material deviations. KSWC's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence. KSWC reserves the right to reject any or all proposals on the basis of any deviations.

#### 4.19 PREQUALIFICATION CRITERIA

The invitation to bid is open to all bidders who qualify the eligibility criteria as given below:

No.	Clause	Documents Required
1.	The bidder should be a company registered under the Companies Act, 1956 and should have been in operation for at least 10 Years as of 31-03-2014	Certificate of incorporation

<b>No.</b>	<b>Clause</b>	<b>Documents Required</b>
2.	Bidder should have a sales turnover of more than Rs 10 Lakhs each year from Digitization/Scanning related business during the past 3 years (2011-12, 2012-13 & 2013-14)	Copy of Balance Sheet/Profit Loss Statement
3.	Service provider should at least have ISO 9001-2000 certification and ISO 27001: 2005 Certification	Certificate Copies
4.	The bidder should not have been black listed by any State or Central Government Department in India. Company/Firm should submit a declaration in this regard. Any false declaration would lead to the bidder being debarred from participating in any tendering process in Karnataka	Undertaking from Authorized Signatory of the Bidder on company letterhead to be provided.
5.	The bidder must have adequate experience of having Scanning/digitizing, Indexing and storing and must provide proof for this for at least 3 projects of volume of 10 lakhs pages each in last three years.	Copy of PO/Completion Certificate/UAT Sign Off Document
6.	The bidder must have adequate experience of having Scanning/digitizing, Indexing and storing and must provide proof for this for at least 2 projects of volume of 10 lakhs pages each in last three years for a government department/PSU in india.	Copy of PO/Completion Certificate/UAT Sign Off Document
7.	All the employees/operator deployed by the vendor for the digitization activity must comply with government's rules and regulations like minimum wages act, Provident fund and ESI facility standard.	Proof of compliance and labour license needs to be submitted along with the quotation

#### **4.20 EVALUATION CRITERIA**

The evaluation of responsive bids shall be done in 2 stages.

##### **4.20.1 Evaluation of Technical & Commercial Documents**

The Technical Bids will be evaluated as per the evaluation criteria mentioned below.

<b>Sl. No</b>	<b>Evaluation Criteria</b>	<b>Max Marks</b>
1	<b>Financial strength of the company</b>	<b>10</b>
2	<b>Number of Projects Successfully completed</b> a. For 3 Projects – 5 Marks b. For 4 to 5 Projects – 10 Marks c. For 5 and above projects – 30 Marks	<b>30</b>
3	<b>Number of Projects Successfully completed for Government Departments / PSUs in India</b> a. For 2 Projects – 5 Marks	<b>30</b>

	b. For 3 to 4 Projects – 10 Marks c. For 5 and above projects – 30 Marks	
4	<b>Technical Specification Compliance &amp; Presentation/Demo(as the case may be)</b> a. 2 mark for each “Mandatory” requirement	<b>20</b>
5	<b>Methodology Proposed &amp; Project Plan</b>	<b>10</b>
	<b>Total</b>	<b>100</b>

Table 4: Technical Evaluation Criteria

The commercial proposals will be opened only for the bidders with score of 75 (Seventy Five) marks and above on the parameter defined above. Financial Bid will be opened for those bidders who qualify in technical round. The bidder who quotes the lowest bid value will be awarded the contract.

Even though the Bidders meets above qualifying criteria, as per their statements they are subject to be disqualified if they have,

- I. Made misleading or false representations in statements and attachments submitted as proof of the qualification requirement and/or.
- II. Record of poor performance such as poor quality of product, not properly completing the contract, inordinate delays in supply completion, or financial failures etc.,

The offers shall be in General conformity with the specifications. Any Technical/Commercial Deviations from the specifications shall be clearly brought out in techno commercial sheet of the offer.

The financial bid evaluation shall be based on L1; the lowest cost bidder shall be the winning bidder.

The responsive Bidder(s) will be ranked in ascending order according to the financial quote. The highest-ranking Bidder as per the rank will be selected as the most substantially responsive bidder who will be considered for award of contract to execute the project.

This means that the bidder has demonstrated that it is qualified to perform services required for the project satisfactorily and have qualified both at Pre-qualification stage, Technical Evaluation Stage and Financial Evaluation stage as per the Evaluation Criteria and quoted least total cost for executing the project.

If Department is unable to finalize a service agreement with the bidder ranked first, Department may proceed to the next ranked bidder and so on until the contract is awarded.

#### 4.21 AWARD OF CONTRACT

KSWC will award the Contract to the successful bidder whose proposal has been determined as the best value proposal based on Technical and Financial evaluation criteria and accepted by KSWC.

#### 4.22 NOTIFICATIONS OF AWARD & SIGNING OF CONTRACT

Prior to the expiration of the period of proposal validity, the bidder will be notified in writing or by fax or email that its proposal has been accepted. The notification of award will constitute the formation of the Contract. Upon the Bidder's executing the contract with the department, it will promptly notify each unsuccessful bidder.

At the same time as the department notifies the successful Bidder that its bid has been accepted, the department will send the Bidders the Performa for Contract, incorporating all necessary terms & conditions and clauses/agreements between the parties. The Bidder shall acknowledge in writing receipt of the notification of award and shall send his acceptance to enter into agreement within Fifteen (15) days of receiving the notification.

If the Bidder does not sign the agreement within 15(Fifteen) days, the department may forfeit the EMD. In addition to forfeiture the Department may blacklist the said bidder from participating in any tender process of the Government of Karnataka for a period of seven (7) years.

#### 4.23 PERFORMANCE BANK GUARANTEE

No.	Item	Description
1.	PBG	10% of contract value based on 10 Lakh Pages
2.	Deadline/last date for furnishing performance security	Within Fifteen (15) working days of the date of notice of award of the contract or prior to signing of the contract whichever is earlier
3.	Performance security validity period	6 Months beyond expiration of contract period

*Table 5: Performance Bank Guarantee*

The Bidder shall at his own expense deposit with KSWC, unconditional and irrevocable PBGs from a Nationalized/Scheduled Bank acceptable to department, payable on demand, for the due performance and fulfillment of the contract by the bidder.

The PBGs may be discharged/ returned by department upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the PBG. Department will also be entitled to make recoveries from the Bidder's bills, PBG or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

### 5 GENERAL AND MISCELLANEOUS TERMS & CONDITIONS

#### 5.1 CONFIDENTIAL INFORMATION, SECURITY AND DATA

The Bidder shall not use or disclose to any third party, except for the purpose of the observance of these terms and Conditions any confidential information of Department. The bidders must sign the Non-Disclosure Agreement as per the prescribed format supplied by the department. The Non-Disclosure Agreement of the selected Bidder will form part of the Contract Agreement.

## 5.2 RESOLUTION OF DISPUTES&ARBITRATION

The SP shall indemnify the department against all third party claims arising out of a court order or arbitration award for infringement of patent, trademark/ copy right arising from the use of the supplied services or any part thereof. In the event of any dispute or differences arising under these conditions or any special conditions of the contract in connection with this contract, the same shall be referred to a committee to be appointed by Secretary/ Principal Secretary, Department of Cooperation, Government of Karnataka. The decision of the committee will be final and the same shall be binding on all parties.

In case either party is not satisfied with the decision of the above committee, they can institute arbitration proceedings as per Indian Arbitration and reconciliation Act, 1996, after a 30 day notice period. Any dispute or difference or claim arising out of, or in connection with, or relating to the present contract or the breach, termination or invalidity thereof, shall be referred and settled under the Arbitration Center, Karnataka (domestic and international) rules 2012, by one or more Arbitrators appointed in accordance with its rules. Arbitration proceedings shall be held in Bangalore and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

Any disputes between the Department and the Vendor arising out of the contract shall be legally resolved by the appropriate court of law coming under the jurisdiction of Bangalore City only.

## 5.3 TERMINATION RULE AND EXIT MANAGEMENT

### 1. Termination by KSWC

- a. KSWC may terminate the contract and invoke Performance Bank Guarantee, if SLA is not adhered to by bidder. KSWC will give a 3 months' notice to terminate in this case and give an opportunity to SP to meet the SLA within that period or face termination.
- b. In case of non performance the department will confiscate the PBG and penalty from the bidder.
- c. In addition to confiscation of PBG the Department may blacklist the said bidder from participating in any tender process of the Government of Karnataka for a period of seven (7) years. If the bidder wants to avoid getting blacklisted, the bidder has to bear the extra cost involved in engaging another agency to handle the left over project activities.
- d. If the selected Bidder fails to complete the scope of work within the time period(s) specified in the Contract, or within any extension thereof granted by Department pursuant to clause, or
- e. If the selected Bidder fails to deliver any or all Contracted services as per service standards specified in the Contract or
- f. If the selected Bidder fails to perform any other obligation(s) under the Contract, or
- g. If the Bidder / selected Bidder in the judgment of Department has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- h. During the Contract Period KSWC may terminate the contract any time for no reason by providing 3 months' notice to SP.

### 2. Termination by Service Provider

- a. The Service Provider may terminate this contract any time, upon ninety days written notice to Department and if Department is in material breach of any of its obligations under this agreement, which breach, if capable of remedy, has not been remedied within ninety (90) days of written notice identifying the breach and requiring it to be remedied.

#### 5.4 FAILURE TO AGREE WITH THE TERMS & CONDITIONS OF THE RFP

- a. Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Department may award the contract to the next best value bidder or call for new proposals.
- b. The Department may blacklist the said bidder from participating in any tender process of the Government of Karnataka for a period of seven (7) years.

#### 5.5 PAYMENT TERMS

The Scanning Charges for a month would be payable by 15<sup>th</sup> of the following month on submission of invoice by SP along with supporting documentation.

### 6 ANNEXURES

#### 6.1 ANNEXURE 1: PROJECT DELIVERABLES

The agency should produce all the required project deliverables and submit to the department at various phases of the project. The following are the deliverables:

- a) Scanned Images uploaded in Software provided by KSWC.
- b) 1 Copy of Scanned Images and respective indexing parameter in Excel to be provided in a DVD.

#### 6.2 FORM 1: BID LETTER

(To be submitted on the Letterhead of the responding firm)

Date: dd/mm/yyyy

To

The Managing Director

Karnataka State Warehousing Corporation

Primrose Road, Bangalore - 1

Sir,

Subject: "Selection of Service Provider for Digitization and Indexing Documents"

Reference: Tender No:

Dated <DD/MM/YYYY>

We, the undersigned, offer to provide the services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date].

#### **Earnest Money Deposit**

We have enclosed Earnest Money Deposit Receipt for a sum of Rs. 1, 00,000 (Rs One Lack Only) under terms and conditions stipulated in the RFP document.

#### **Deviations**

We declare that all the services shall be performed strictly in accordance with the RFP documents except for the variations, assumptions and deviations, all of which have been detailed out exhaustively

in the following statements, irrespective of whatever has been stated to the contrary anywhere else in our Bid:

(a) Statement of Deviations from Schedule of Requirements

.....[insert deviations, if any].....

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

**Qualifying Data**

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

**Performance Bank Guarantee**

We hereby declare that in case the contract is awarded to us, we shall submit the contract performance bank guarantee in the form prescribed in the document.

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

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

Thanking you,

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

**6.3 FORM 2: BIDDERS PARTICULARS**

S.No	Particulars	
1	Name of the company / firm	
2	Mailing address in India	
3	Telephone number	
4	Fax number	
5	E-mail address	
6	Name and designation of the authorized person	
7	Year of establishment and constitution of organization	
8	Whether the Firm / Company has any widely accepted certification.	

9.	Turnover	Year	Turnover ( in Rs)	Profit (in Rs)
		2013 – 14		
		2012 – 13		
		2011 – 12		

Witness:

Signature:

Name:

Address:

Date:

Tenderer:

Signature:

Name:

Designation:

Company:

Date

#### 6.4 FORM 3: DECLARATION OF ACCEPTANCE OF T&C IN RFP

Date: dd/mm/yyyy

To  
The Managing Director  
Karnataka State Warehousing Corporation  
Primrose Road, Bangalore - 1

Sir,  
Subject: Selection of Service Provider for Digitization and Indexing Documents

Reference: Tender No: <TENDER REFERENCE NUMBER> Dated <DD/MM/YYYY>

Sir,  
I have carefully gone through the Terms & Conditions contained in the RFP document [No. ....] Regarding Selection of Service Provider for Digitization and Indexing Documents.

I declare that all the provisions of this RFP are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,



(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

## 6.5 FORM 4: FINANCIAL PROPOSAL COVER LETTER

(To be submitted on the Letterhead of the responding firm)

Date: dd/mm/yyyy

To

The Managing Director

Karnataka State Warehousing Corporation

Primrose Road, Bangalore - 1

Sir,

Subject: "Selection of Service Provider for Digitization and Indexing Documents"

Reference: Tender No:

Dated <DD/MM/YYYY>

We, the undersigned Bidders, having read and examined in detail all the bidding documents in respect of "Selection of Service Provider for Digitization and Indexing Documents " do hereby propose to provide services as specified in the RFP number.

### 1. PRICE AND VALIDITY

All the prices mentioned in our bid are in accordance with the terms as specified in the bidding documents. This bid is valid for a period of 120 calendar days from the date of submission of the bids.

2. We have studied the relevant clause(s) in Indian Tax Laws and hereby declare that if any taxes, surcharge, Professional and any other corporate Tax in altered under the laws, we shall pay the same.

### 3. UNIT RATES

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

### 4. BID PRICING

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

### 5. QUALIFYING DATA

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

**6. BID PRICE**

We declare that our bid prices are for the entire scope of the work as specified in the Scope of Work and bid documents. These prices are attached with our bid as part of the bid.

**7. PERFORMANCE BANK GUARANTEE**

We hereby declare that in case the contract is awarded to us, we shall submit the contract Performance Bank Guarantee in the form prescribed in the RFP document within 15 days of issue of LOI.

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

9. We understand that our bid is binding on us DURING THE VALIDITY PERIOD OR THE EXTENSIONS THEREOF and that you are not bound to accept a Bid you receive.

10. We confirm that no deviations are attached here with this commercial offer.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal:

Date:

Place:

Business Address:

**6.6 FORM 5: COMMERCIAL BID FORMAT**

Sl. No.	Parameter	Amount Per Page(In Figures)
1	Digitization, Indexing and Uploading Charges per Page (of A4/A3/Legal Sizes) for approximately 1 Million pages.	INR:
	Amount Per Page (In Words) (1):	

The amount mentioned in the financial bid as described in the table above (as Sl. No: 1) only shall be used to determine the L1 bidder. This price should be inclusive of all taxes and other levies.

**6.7 FORM 6: PERFORMANCE BANK GUARANTEE FORMAT**

(Bidder is required to submit the performance bank guarantee for a sum of 10% of the value of the contract.)

For Contract Performance Security

Ref: Date \_\_\_\_\_

Bank Guarantee NO. \_\_\_\_\_

To

<< Address of the department >>

Against Letter of Intent number \_\_\_\_\_ dated \_\_\_\_\_ relating to Tender No. <<>> for "Selection of Service Provider for Digitization and Indexing Documents" (hereinafter called the 'LoI') entered into between Karnataka State Warehousing Corporation (hereinafter called "KSWC ") and \_\_\_\_\_ (hereinafter called the Bidder), this is to certify that at the request of the Bidder we \_\_\_\_\_ Bank, are holding in trust in favor of KSWC, the amount of Rs. \_\_\_\_\_ (write the sum here in words) to indemnify and keep indemnified KSWC against any loss or damage that may be caused to or suffered by KSWC by reason of any breach by the Bidder of any of the terms and conditions of the contract that will be entered subsequently (within 15 days) and/or in the performance thereof. We agree that the decision of KSWC, whether any breach of any of the terms and conditions of the contract and/or in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by the department will be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to KSWC.

We \_\_\_\_\_ Bank, further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfillment in all respects of the contract by the Bidder i.e. till \_\_\_\_\_ (write a date which is six years and fifteen days from the date of LOI) (hereinafter called the said date) and that if any claim accrues or arises against us \_\_\_\_\_ Bank, by virtue of this guarantee before the said date, the same shall be enforceable against us \_\_\_\_\_ Bank, notwithstanding the fact that the notice of any such claim is given to us \_\_\_\_\_ Bank, by KSWC either before the said date or within the enforcement period of six months thereafter. Payment under this letter of guarantee shall be made promptly, within one month of our receipt of notice to that effect from KSWC.

It is fully understood that this guarantee is effective from the date of the said LoI and that we \_\_\_\_\_ Bank, undertake not to revoke this guarantee during its currency without the consent in writing of KSWC.

We undertake to pay to KSWC any money so demanded notwithstanding any dispute or disputes raised by the Bidder in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present guarantee being absolute and unequivocal. The payment so made by us under this guarantee shall be a valid discharge of our liability for payment there under.

We \_\_\_\_\_ Bank, further agree that KSWC will have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by KSWC against the said Bidder and to forbear or enforce any of the terms and conditions relating to the said contract and we, \_\_\_\_\_ Bank, shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Bidder or for any forbearance by KSWC to the said Bidder or for any forbearance and or omission on the part of department or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from our liability under this guarantee.

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

Our liability under this Bank Guarantee shall not exceed and is restricted to Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) (repeat the amount given in clause 1)

This Guarantee shall remain in force up to and including \_\_\_\_\_ (write the date which is six months from the contract end date).

Date \_\_\_\_\_

Place \_\_\_\_\_

Signature \_\_\_\_\_

Witness 1 \_\_\_\_\_

Printed name \_\_\_\_\_

Date \_\_\_\_\_

Place \_\_\_\_\_

Signature \_\_\_\_\_

Witness 2 \_\_\_\_\_

Printed name \_\_\_\_\_

(Bank's common seal)

## 6.8 FORM 7: NOT BLACKLISTED FOR FRAUDULENT PRACTICES/LITIGATIONS

(To be submitted on the Letterhead of the responding firm)

To

The Managing Director

Karnataka State Warehousing Corporation

Primrose Road, Bangalore - 1

Subject: Declaration for not being under an ineligibility for corrupt or fraudulent practices or not involved in litigations for corrupt practices or blacklisted with any of the Government or Public Sector Units in India

Dear Sir,

We, the undersigned, hereby declare that

This is to certify that << COMPANY NAME >> is not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this RFP.

We are not under a declaration of ineligibility for corrupt or fraudulent practices.

We are not blacklisted with any of the Government or Public Sector Units in India.

Thanking you,  
Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Place:

Business Address:

Witness:

Signature -----

Name -----

Address -----

Date -----

Bidder:

Signature -----

Name -----

Designation -----

Company -----

Date -----

**6.9 FORM 8: UNDERTAKING ON OFFICE PREMISES**

(To be submitted on the Letterhead of the responding firm)

To  
The Managing Director  
Karnataka State Warehousing Corporation  
Primrose Road, Bangalore - 1

Subject: Undertaking for presence of office premises at Bangalore

Dear Sir,

This is to certify that << COMPANY NAME >> has an office in the Bangalore. Relevant address proof is enclosed.

(Signature of the Bidder)  
 Name of the authorized signatory  
 Designation

Company Secretary / Authorized Signatory:  
 Name of Signatory:  
 Bidder Name:  
 Date  
 Place

**6.10 FORM 9: CITATIONS FORMAT**

S. No	Item	Details
<b>General Information</b>		
1	Customer Name/Government Department	
2	Details of Contact Person Name: Designation: Email: Phone: Fax: Mailing Address:	
<b>Project Details</b>		
3	Name of the project	
4	Government/Non-Government	
5	Start Date/End Date	
6	Current Status (work in progress, completed)	
7	Contract Tenure	

8	Geographical Coverage (No. of locations the project covers)			
9	Effort involved in person-months in each phase with average/peak number of resources deployed in each phase	<b>S. No.</b>	<b>Activity</b>	<b>Effort</b>
<b>Size of the project</b>				
10	Order Value of the project (in Lakhs)			
14	Please provide copies of Work Order or Certificate of Completion for completed projects from the customer			
<b>Brief description of scope of project</b> (Highlight the Key Result Areas expected and achieved)				
Project Plan document as submitted by the bidder and approved by the client				
<b>Statistics from the project execution phase</b>				
Deviation from Project Plan agreed along with reasons				
Reports from the helpdesk of the suggested project				
Level of adherence to SLAs, (provide details of any penalties levied, along with reasons)				

I, the undersigned, certify that to the best of my knowledge and belief, this citation correctly describes the project related details mentioned above and the entire software development exercise was done using our own staff deployed under our payroll. That the project proposed meets all requirements detailed in the relevant sections of the Mandatory Qualification Criteria. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Signature of Authorized Signatory:

Date:

Note: The Bidder is requested to provide all the requisite details applicable to the project as required for the pre-qualification criteria and technical bid evaluation.

Bidders are required to submit the citations in the above format in all the areas as mentioned in Evaluation criteria as mentioned in Technical Evaluation Criteria.