

REQUEST FOR PROPOSAL (RFP)

FOR

**SCANNING & DOCUMENT MANAGEMENT
SOLUTION**

**FOR
THE COMMISSIONER OF INCOME TAX, DELHI-II
NEW DELHI**

CONTACT PERSON:

SH. B.P. MEENA

Room no. 327, C.R. BUILDING

I.P. ESTATE, NEW DELHI – 110002

Telefax: 011-2337 94 03/9013851482

QUOTATION DOCUMENT

FOR

SCANNING AND DOCUMENT MANAGEMENT SERVICES

DEPARTMENT OF INCOME TAX,
COMMISSIONER OF INCOME TAX, DELHI-II
NEW DELHI

**TERMS AND CONDITIONS FOR VENDORS FOR SCANNING AND DOCUMENT
MANAGEMENT SERVICES FOR DEPARTMENT OF INCOME TAX, DELHI**

Section-1: INTRODUCTION

DEPARTMENT OF INCOME TAX is in the process of outsourcing the activity of scanning, indexing and document management services of records through modern technology and retrieval software. The scope of the system can be enhanced as per the requirement of the DEPARTMENT OF INCOME TAX.

The purpose of the RFP is to solicit proposal from qualified vendors for providing the facilities of Scanning and Computerization of Records of INCOME TAX at identified locations of DEPARTMENT OF INCOME TAX.

The technical and commercial bids are invited from the bidders having sufficient infrastructure like email facility, computers, scanning machines/scanners, photocopiers, data entry and scanning operators with integrated software for document management and digitization;

The bidder has to ensure the safe and secure upkeep of all the records of INCOME TAX DEPARTMENT in good condition during execution and return the records in electronic form with the original records after completing the scanning work. The scanning, **indexing** and related activities have to be carried out at the Income-Tax Office.

Section-2: INVITATION FOR BIDS

Sealed offers prepared in accordance with the procedures enumerated in this document should be submitted to the following address between 11.00 AM to 01.00 PM on 14th November, 2011:

Room no. 327
C.R. Building
I.P. Estate, New Delhi-110002

Bid will be opened at 3.00 PM on 14/11/2011

2.1 Due Diligence

The bidder is expected to examine all instructions, forms, terms and specifications in the bidding document. The bid should be precise, complete and in the prescribed format as per the requirement of the bid document. Failure to furnish all information required by the bidding document or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of its bid and department of INCOME TAX hereinafter referred to as "the Client", will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

2.2 Clarification of Bidding Documents

A prospective Bidder requiring any clarification of the bidding documents may notify the Client in writing by fax or e-mail. The following personnel may be contacted for these purposes.

Name of the Officer	Designation	Contact particulars
Sh. B.P. Meena	Drawing and Disbursing Officer, O/o CIT, Delhi-II	011-23379403/9013851482

The Client shall respond in writing to any request for clarification of the bidding documents, which it receives no later than 09.11.2010. The client may convene a pre-bid meeting at 10.00 A.M. on 11.11.2010 to provide the clarifications.

2.3 Amendment of Bidding Documents

At any time before the deadline for submission of bids, the Client may, for any reason, whether at own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding document by amendment.

If required in order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Client, reserves the rights to extend the deadline for the submission of bids.

Section 3: ELIGIBILITY CRITERIA

The documentary evidence of the quotationers qualification to perform the contract shall establish to the client's satisfaction that the Quotationer is eligible as per the criteria listed below:

1. The Quotationer must have prior experience of having scanning indexing and provided retrieval facility for documents for Income tax Department/Banks/Other Gov. Departments.
2. The quotationer should present the completion certificate of at least one order of not less than 2,50,000 pages / documents of Income tax Department/Govt. Department/Bank .
1. The agency should be registered with Service Tax Department (Enclose self-attested copy of the Service tax Registration number). The agency should have minimum 50 regular professionals as employees working with the company. List of all the employees with qualification has to be submitted with the bid.
2. The Quotationer should have the relevant experience in System integration, Software Development, IT Infrastructure management for last three consecutive years.
3. The Quotationer should not have been ever blacklisted/debarred by Central/State Government departments/organizations and letter certifying the same would be submitted on Rs. 100 notarized stamp paper.
4. The Quotationer must have experience of having scanning, indexing of documents for at least 5 lakh applications/ CAFs for any office of Income tax Department or any Government Bank.
5. Certificate from Quotationer have to be submitted certifying the capability to handle the scanning of at least 1500 pages / documents each day.
6. The Quotationer should furnish evidence of owning the hardware to be required for executing the work (attach documentary proof regarding purchase of machines).
7. The Quotationer must have the qualified team members who are capable to execute projects related to Scanning and Document management system. The overall employee strength of the company / firm/agency should not be less than 50.
8. Due to confidentiality of the document no outsourcing of any kind would be done. Therefore, the Quotationer must have capacity to handle all the projects without making consortium or with outsourcing the work.
9. Department of INCOME TAX shall however not bind itself to accept the lowest and/or any bid and reserves the right to accept and/or reject any bid, wholly or in part based on other strengths and capabilities of the bidder.
10. No Quotationer is allowed to further sub let the work allotted. An affidavit on Non-judicial stamp paper duly attested by 1st Class Executive Magistrate/Notary Public should be submitted to this effect.
11. The Quotationer should have at least one operational office in Delhi/NCR.
12. The quotationer should be regularly filing its Income tax returns. They should furnish a self attested copy of PAN and copy of acknowledgement of filing the I.T. returns for FY 2010-11, 2009-10 & 2008-09.
13. The technical bid will be opened first. Thereafter, the Tender Committee, as appointed by Commissioner of Income Tax-II shall examine the documents submitted by the bidders. Thereafter, the Tender Committee would evaluate the suitability of the bidders by awarding marks, as under:

Sr. No.	Technical Bid Parameters	Maximum Marks
1.	Earlier Work Experience	20
2.	List of the Hardware owned and to be used	20
3.	Demo of the Software for record Management	20
4.	No. of trained personal and Machines to be deployed for the Work.	20

Minimum score of 65 is essential to qualify.

16. After technical evaluation, the Financial bid of the Qualifying bidders would be opened.

Section 4: EMD AND QUOTATION FEE

Earnest Money Deposit

The bidders shall furnish, Earnest Money Deposit (EMD) of Rs.2500/- (Rupees Two thousand five hundred only) in the form of Demand Draft/Bankers' Cheque, from a Commercial Bank, drawn in favour of the Commissioner of Income tax, Delhi-II, New Delhi payable at DELHI. The EMD of unsuccessful bidders shall be returned without interest after finalization of the quotation.

4.2 Forfeiture of Earnest Money Deposit/Security Deposit.

The Earnest Money deposit can be forfeited if a bidder

- Withdraws its bid during the period of bid validity.
- Does not accept the correction of errors.
- Does not satisfactorily complete the work after awarding of contract.
- In case of successful bidder, if the bidder fails to sign the contract within the time stipulated by Department of INCOME TAX.

Section 5: GENERAL CONDITIONS

5.1 Validity Period

Bids shall remain valid for 180 days after the date of bid opening prescribed by the client. The client holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

5.2 Extension of period of Validity

In exceptional circumstances, the Client may solicit the Bidder's consent to an extension of the period of validity. The request and the response there shall be made in writing. Extension of validity period by the bidder should be unconditional. The bid security provided shall also be suitably extended. A bidder may refuse the request without forfeiting the bid security. A bidder granting the request will not be permitted to modify its bid.

5.3 Rejection of Bid.

The bid has to be submitted in the form of printed document. The bids submitted by Telex, fax or email bids shall not be entertained.

The bids should be submitted in sealed envelopes else it will be rejected.

The tender form for the qualifying bid in the proforma prescribed in Annexure-I and the tender form for the financial bid in the proforma prescribed in Annexure-II, complete in all respects, sealed separately and kept in sealed cover together, should be subscribed as **'quotation for Digitization'** and should be submitted to the **Drawing & Disbursing Officer O/o the Commissioner of the Income Tax, Delhi-II, New Delhi, Room NO. 327, Central Revenue Building, I.P. Estate, New Delhi – 110 002.**

All the documents / certified required to be submitted as per the terms of the tender and the Demand Draft / Bankers's cheques towards EMD, should be submitted alongwith the technical bid.

Any condition put forth by the bidder non-conforming the bid requirements shall not be entertained at all and such bid shall be rejected.

Department of INCOME TAX shall however not bind itself to accept the lowest and/or any bid and reserves the right to accept and /or reject any bid, wholly or in part.

Department of INCOME TAX reserves the right to accept any bid, and to cancel/ abort the quotation process and reject all bids at any time prior to award contract, without assigning any reason.

5.4 Deadline for Submission for Bids

5.4.1 Date for Submission

The bids (both Technical and Financial) must be received by the Client, at the address specified between 11:00 AM and 1.00 PM on 14.11.2011. In the event of the specified date for the submission of Bids being declared a holiday for the Client, the Bids will be received up to the appointed time on the next working day.

5.4.2 Extension for Last date for Submission

The Client may, at own discretion, extend this deadline for submission of bids by amending the bid documents in which case all rights and obligations of the Client and Bidder previously subject to the deadline will thereafter be subject to the deadline as extended.

5.4.3 Late Bids

Any bid received by the Client after the deadline for submission of bids prescribed by the Client, will be summarily rejected and returned unopened to the Bidder. The Client shall not be responsible for any postal delay or non- receipt/ non-delivery of the documents. No further correspondence on this subject will be entertained.

5.5 Modification and Withdrawal of Bids

5.5.1 Written Notice

The Bidder may modify or withdraw its bid after the bid's submission, provided that the Client receives written notice of the modification or withdrawal, before the expiration of deadline prescribed for submission of bids.

5.5.2 Signing and Marking of Notice

The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched. A duly signed withdrawal notice may also be sent by fax or post so as to reach the designated officer before the expiration deadline for submission of bids.

5.5.3 Last Date for Notice

No bid may be modified subsequent to the deadline for submission of bids. No bid may be withdrawing in the interval between the deadline for submission of bids and the expiration of period of bid validity specified by the Bidder on the bid form. Withdrawal of a bid during this interval may result in the bidder's forfeiture of its bid security,

ESSENTIAL DOCUMENTS TO BE ENCLOSED ALONG WITH THE QUOTATION

- Certificate from Income Tax Department/ Government Department, Bank for completion of I.T. projects Covering Scanning, indexing, mass database handling, soft and hard copy management.
- Copy of Memorandum of article and Article of Association in case of registered companies or a copy of partnership deed in case of partnership firm.
- The Bidder (s) must have a PAN Number and the same should be furnished with the bid (enclose documentary proof).
- Quotation must be accompanied with a Bank Draft/ or Bank Guarantee for Rs.2500/- (Two Thousand five hundred only) as earnest money drawn in favour of the Commissioner of Income Tax, Delhi-II, New Delhi, payable at Delhi. This deposit will be refunded to the unsuccessful questioners on their written request.

- Documentary evidences like purchase orders, invoices are to be attached for the contract executed in the past. Client's certificates in support of satisfactory past performance have to be attached.
- All the valid certificates like registration certificated of the firm, Service Tax Number etc. attested by First Class Magistrate/Notary Public to be attached.
- Bidder should have never been blacklisted or Debarred by Center/ State Government /PSU/ Corporation or should have never done any Government work in unauthorized manner. An affidavit on Non-Judicial stamp paper duly attested by 1st class Executive Magistrate/Notary Public should be submitted to this effect including Non-execution of work/any dispute/case pending in any court.
- Attested copies of Articles of Association (in case of registered firms), by laws and certificate of registration (in case of registered co-operative societies), Partnership deed (in case of partnership firm) should also be submitted along with the technical bid.

The Registration number of the firm along with the ESI/EPF/TIN No. allotted by the Authorities should be given in the quotation bid.

- Acceptance of Penalty Clause (refer Section 6 Clause 3)
- Note: All bidders have to fulfill quotation conditions mentioned in the quotation document and as mentioned above fully in all respects. If any of the conditions are not qualified and are not fulfilled, the quotation will be considered as non-responsive and their bid would be rejected summarily and out rightly.

SECTION 6: Terms & Conditions

1. Liability of the bidders

Bidders are advised to study the Bid Document carefully. Bids not complying with all the clauses in this quotation document are liable to be rejected. Failure to furnish all the information required by the quotation document or submission of a bid not substantially responsive to the quotation document in every respect will be at the agency's risk and may result in the rejection of the bid.

2. Documents comprising the Bid

The Bids prepared by the agency shall comprise the following components:

- Information on the legal status of the firm/institution.
- Work of similar nature performed in the past.
- Income Tax Return Filing acknowledgement for the last three years.
- A certificate from at least one officer of Income Tax or Govt. Bank whose work has been satisfactorily undertaken by the firm/institution in the past.

3.1 If the performance of the second party is not up to the mark then the first party may take either of the following actions:

- a) To engage another service provider
- b) To cancel the contract

3.2 If the second party fails to perform the work as specified in the contract the first party has right to recover a sum of Rs. 500 per day (delay) as damages for breach of work order.

4. The financial bid should be in terms of Rupees per page which the bidder expects. This will include all types of cost to the bidder (like providing of hardware, its transportation, maintenance, software, trained personnel and the storage medium, as mentioned etc.). The bidding amount per page would be exclusive of the statutory taxes this must be mentioned separately.

SCOPE OF WORK

- (a) The work involves Scanning, indexing and storing of Digital records through Modern technology and retrieval of all the records of office of the ITO, Ward 5(4), Delhi. The bidder has to provide the machines, software and trained personnel to execute the work in the office of ITO, Wd-5(4), New Delhi.
- (b) The vendor will be responsible for collection of identified records/ documents in physical form i.e. Files/ Applications/ Registers/ Ledgers etc. For scanning at site in a time bound program. The requirement includes the scanning of the documents and indexing of the contents and all other works or processes necessary in this connection.
- (c) The vendor should provide the software for search engine within one week of scanning.
- (d) The Software / search engine should also have the facilities to separately search and locate assessment order, notices and appellate orders. For this separate directory should be created. The vendor should have proven ability to do this and this should be demonstrated with documentary evidence.

APPROACH & METHODOLOGY

Process to be followed during scanning-

Take precautions with documents in an orderly manner without disturbing the chronology of the documents and without mixing pages between books.

Carry out the scanning and profiling of the documents as supplied to the vendors. The vendor shall strictly comply with the operational processes for implementation of the project. After scanning the vendor has to return the file/documents without altering it in any manner. The sequence of records in the files should be the same.

It is the 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 document.

Under any circumstances, the documents should not be changed, mutilated, destroyed or replaced by some other document.

General Flow of the Scanning process:

BACKUP

- Regular Data Backup on the system of the clients
- Weekly Data Backup on the CDs/DVDs

STORAGE

The Vendor will provide the necessary storage media like DVDs, Ultrim Tapes to Department of Income INCOME TAX, DELHI for the Data Archival.

- The vendor is required to operate the facility of storage of data of department of INCOME TAX in accordance with International Standard of Data Archiving.

Reports

- The vendor is required to provide the detailed execution Report on Weekly basis to officers of Income tax Department.
- The vendor has to agree to provide additional reports as per the requirement.

Retention of records

The vendor will retain and maintain the workflow as per the international guidelines of the document management services.

Drawing & Disbursing Officer
O/o Commissioner of Income Tax, Delhi-II

TECHNICAL BID

(To be enclosed in a separate sealed envelope)

For Scanning and Document Management Solution for the Commissioner of Income Tax, Delhi-II, Central Revenue Building, I.P. Estate, New Delhi

Part-I

1.	Name of Tendering company/ Firm/ Agency (Attach self attested copy of Certificates of Registration)																										
2.	Name of Proprietor/Director of company/Firm/Agency																										
3.	Full Address of Registered Office with Telephone No., FAX and E-Mail																										
4.	Banker of Company/Firm/Agency with full address. Also mention the Account No.																										
5.	PAN No.(Attach self attested copy of PAN Card)																										
6.	Service Tax Registration No. (Attach self attested copy)																										
7.	E.P.F. Registration No.(Attach self attested Copy)																										
8.	E.S.I. Registration No. (Attach self attested Copy)																										
9.	Documents showing completing at least one work of at least 2,50,000 pages.																										
10.	Give the details of the major similar contracts handled by the tendering Company/Firm/Agency on behalf of Government Departments, PSUs and other Private Sector during the last three years in the following format. <table border="1" data-bbox="328 926 1289 1178"><thead><tr><th>Sr. No</th><th>Details of clients alongwith address, telephone and Fax numbers.</th><th>No. of documents digitalized</th><th>Duration of Contract. From</th><th>To</th></tr></thead><tbody><tr><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td></tr></tbody></table> (If the space provided is insufficient, a separate sheet may be attached.)	Sr. No	Details of clients alongwith address, telephone and Fax numbers.	No. of documents digitalized	Duration of Contract. From	To																					
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11.	Certificate of appreciation/satisfactory certificate from at least one client.																										
12.	List of Equipment available with the bidder for the purpose of digitization along with the copy of Bills of purchase of such equipments.																										
13.	Income declared in I.T. returns for F.Y. 2008-09,2009-10, 2010-11(enclose copy of I.T Returns acknowledgement for the relevant)																										
14.	Total No. employees in the service providing company/agency/firm.																										
15.	Affidavit stating that the agency is/has not been black listed by the Centre/State Government/PSU(Attach attested copy)																										
16.	Details of Earnest Money Deposited: DD No.....Dated..... Amount: Rs..... Drawn Bank.....																										

Part-II

II.1 System Information

The following information should be provided.

Sr. No.	Information required	Particulars / Response
1	Software information <ul style="list-style-type: none">• Name of the software• Version of the proposed software• Year and place of the first live installation similar to the module / version set proposed.	
2	Hardware Platforms information <ul style="list-style-type: none">➤ Server type➤ Model Name➤ Configuration	
3	Operating System	
4	Database	
5	Front end tool and associated software	
6	Language and development environment in which the proposed version is coded	
7	What is the purchasing /licensing policy for the solution?	
8	Whether the company / firm / agency has full control over the source of such bundle third party software	
9	Whether the solution is web enabled with security features and different User level Access control	

Signature of authorized person

Date: _____ **Name:** _____
Place: _____ **Seal:** _____

DECLARATION

I, _____ Son/Daughter/Wife
of Shri _____ Proprietor / Partner /

Director, authorized signatory of the Company/Agency/Firm, 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 by 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, am/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 liabilities towards prosecution under appropriate law.

Signature of authorized person
Full Name:
Seal:

Date:
Place

FINANCIAL BID

(To be kept in a separate sealed envelope)

For Scanning and Document Management Solution for the Commissioner of Income Tax, Delhi-II, Central Revenue Building, I.P. Estate, New Delhi.

1. Name of Bidder
Company /Firm/Agency :

2. Details of Earnest Money Deposit
Amount :
D.D./P.O. & Date :
Drawn on Bank :

3. Contract Rates Per Page :
(This would include cost of providing equipments, their transportation, cost of providing trained man power, software, cost of providing storage devices etc.)

Signature of authorized person

Full Name:

Seal:

Place:

Date:

Notes:

1.The rates quoted by the tendering Agency should be exclusive of all statutory/taxation liabilities in force at the time of entering into the contract. These should be separately mentioned.

2. Payment shall be made on satisfactory conclusion of work.

DECLARATION-

ISon/Daughter/Wife of Shri
hereby certify that the information furnished above is full and correct to the best of my knowledge. I understand that in case any deviation is found in the above statement at any stage, the concern shall be blacklisted and shall not have any dealing with the Department in future.

(Signature of Authorized Signatory with date)