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**भारतीय लघु उद्योग विकास बैंक**

**Small Industries Development Bank of India**

दस्तावेज़ प्रबंध प्रणाली

समाधान की कार्यान्वयन हेतु प्रस्ताव का आमंत्रण

**Request for Proposal (RfP) for Implementation of**

**Document Management System (DMS)**

**Annexures I & III**

**(REVISED)**

(Other Annexures of RfP remain unchanged and Bidder is requested to refer

to the formats from the annexure file originally published on January 12, 2018)

भारतीय लघु उद्योग विकास बैंक

एमएसएमई विकास केन्द्र, सी-11, जी ब्लाक,

बांद्रा कुर्ला काम्प्लेक्स, बांद्रा (पू.), **मुम्बई – 400 051**

SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA

MSME Development Center, C-11, ‘G’ Block,

Bandra Kurla Complex, Bandra (E), **Mumbai - 400 051**



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# Annexure I – Bid Forwarding Letter

### Bid Forwarding Letter

**(To be submitted on Bidder’s letter head)**

**[To be included in Eligibility Bid Envelope]**

Date:

The General Manager (ITV)

Small Industries Development Bank of India

3rd Floor, MSME Development Centre

Plot No. C-11, G Block, Bandra Kurla Complex

Bandra (E),

Mumbai - 400 051

Dear Sir,

**RfP for Implementation of Document Management System (DMS)**

We, the undersigned, offer to submit our bid in response and accordance with your **RfP No: 400/2018/1304/BYO/ITV Dated January 11, 2018.**

We, the undersigned bidders, having read and examined the aforesaid RfP document and subsequent pre-bid clarifications issued by the Bank in detail, do hereby propose to extend the services as specified in the above mentioned Tender document and submit the following as per requirement:

1. We propose **<Name of the Solution>** as per the requirement of RfP for Implementation of DMS. We confirm having positioned 300 concurrent / 1200 Named User (strike out which is not applicable) licenses of the solution which will support all the DMS features and functionalities mentioned in the RfP. These licenses will not be consumed for any integration /interface/ inter-connectivity requirement among the applications /databases.
2. **Bid Price:** We have enclosed a Demand Draft / banker’s cheque of the sum of **Rs. 5000/-** (Rupees Five Thousand only) towards non-refundable bid price.
3. **Earnest Money Deposit (EMD):** We have enclosed a Demand Draft / banker’s cheque / Bank Guarantee (BG) of the sum of **Rs. 4,60,000/-** (Rupees Four Lakh Sixty Thousand only) towards EMD. This EMD is liable to be forfeited in accordance with the provisions mentioned in the RfP.
4. Eligibility criteria bid, Technical bid and Commercial bid **inside separate envelopes**, in prescribed formats.

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.

Further, we agree to abide by all the terms and conditions as mentioned herein the tender document. We agree to abide by this offer till 120 days from the date of last day of submission of offer (Bid). If our offer is accepted, we undertake to provide Service support for the software supplied as per the above referred RfP, during contract period, if contracted.

The Warranty and ATS for all software components would be back to back from OEM and would start from date of final acceptance as mentioned in the RfP. The price quoted by us for software includes back to back OEM warranty for contract period. We also undertake to maintain the software products & all components of implemented solution for at least 3 years after the contract period.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act 1988”.

We also undertake to have read, understood and accepted the terms and conditions specially those related to evaluation and selection processes mentioned in the RfP except the points mentioned in **Annexure - XV** (Statement of deviations) in our bid response. Having submitted our response to the aforesaid RfP, we also understand not to have any option to raise any objection against any of the said processes defined in the RfP in any future date. We understand that our bid is binding on us and persons claiming through us and that you are not bound to accept a bid you receive.

We have also noted that SIDBI reserves the right to consider / reject any or all bids without assigning any reason thereof. We understand that you are not bound to accept the lowest or any Bid you may receive.

We remain,

Yours sincerely,

|  |  |  |
| --- | --- | --- |
| Date : | Name & Signature of Authorized Signatory ………………………………………… | |
| Place : | | Designation :…………….…  Phone & E-mail:………………….…  Name of the Organization :  Seal ………………………………………. |

# Annexure III – Eligibility Criteria

### Response to Minimum Eligibility Criteria

### (RfP No: 400/2018/1304/BYO/ITV Dated January 11, 2018)

**[To be included in Eligibility Bid Envelope]**

Proposals of bidders not complying with the ‘Eligibility criteria’ or who fail to submit documentary evidence thereon are liable to be rejected and will not be considered for further evaluation.

The proposal of the bidder should adhere to the following Eligibility Criteria.

| **S.N** | **Criteria** | **Proof to be Submitted** | **Compliance**  **[Yes/No]** | **Attachment**  **Tag** |
| --- | --- | --- | --- | --- |
| 1 | The bidder should be the owner or Authorized partner for the proposed DMS. | In case of Authorised partner, a certificate / letter from OEM on its letterhead in the name of the bidder to supply licenses for the proposed solution. |  |  |
| **2** | The Bidder should either be a partnership firm, LLPs or a limited Company under Indian Laws, Government Organization / PSU/ PSE or autonomous Institution approved by GOI / RBI. | **Partnership firm:** Certified copy of Partnership Deed OR  **Limited Company:** Certified copy of Certificate of Incorporation and Certificate of Commencement of Business.  **For other eligible entities:** Applicable documents. |  |  |
| 3 | The Bidder must be an enterprise operating in the field of document management for at least 5 years as on the last date of submission of bid.  (In case of mergers / acquisition / restructuring or name change, the date of establishment of the earlier / original partnership firm / limited company will be taken into account). | Copy of Work order / agreement from the enterprise and its completion certificate.  (5 Years will be calculated from the date of completion of the work order). |  |  |
| **4** | The bidder should have positive net worth and cash profit [i.e., no cash loss] in 2 years out of last 3 years. | Copies of Audited Balance Sheet for FY 15 & FY 16 and Audited / CA Certified Balance Sheet for FY 17. |  |  |
| **5** | The Bidder should have a minimum number of 15 full time professional staff engaged in related services | Self declaration by authorized signatory of the Bidder on Bidder's Letterhead. |  |  |
| **6** | The Bidder has to submit proof of its own two experiences in India for supply, installation and commissioning of the DMS Solution, offered to SIDBI. Reference of all such experiences, where implementation was done in line with the solution being offered to SIDBI and the implementation activity is complete as on the last date of submission of bids, will only be considered. Also, the customers for all the two references must have presence in multi-states locations in India.  ***Note :***  *1) Experience of only record management or digitization service or scanning-storage will not be considered for this purpose.*  *2)The Solution proposed by the Bidder should be implemented at its referred customer's data centre.* | Copy of work order along with completion certificate for completed projects. Completion certificate / proof of signoff / Acceptance letter issued by its customer must indicate the name of the solution and date of implementation / signoff / acceptance of the solution. |  |  |
| **7** | Bidder should not have been blacklisted by any PSU or Public Sector Bank or RBI or IBA or any other Government entity as on the last date of submission of Bid. | Self declaration regarding Clean Track Record as per format **Annexure XVII** enclosed. |  |  |
| **8** | The OEM of DMS Solution should authorize the bidder to quote their products in the present tender of SIDBI. | MAF from Software OEM (DMS Solution) as per format given in **Annexure –VII** need to be enclosed.  Bidder has to submit MAF for all the licensed software components separately, if they are not from the same OEM. |  |  |
| **9** | The bidder should submit Pre-Contract Integrity Pact as per format provided in **Annexure XVI** | Pre-Contract Integrity Pact duly signed by authorized signatory on non-judicial stamp paper of requisite value (cost to be borne by the bidder) as per format given in **Annexure XVI** need to be enclosed. |  |  |
| **10** | The proposed DMS Solution must be having following features :   1. The solution should have seamless integration feature for authentication using LDAP / Microsoft AD. 2. The solution should be able to store documents in open formats. 3. The solution should have in-built Graphical User Interface to design ad-hoc and rule-based multilevel (at least 3 levels) workflow. 4. Scanning / capturing, OCR, indexing, storage, retrieval and workflow must be all-inclusive integrated features of the proposed DMS Solution. All of them should be accessible from single interface of the DMS Solution. 5. Integration with Mailing System   a) The solution should have capability of seamless integration with Microsoft Outlook Mailing Systems for storage of mail contents including its attachments.  b) It should also have the capability of enabling fetching of documents from DMS storage for attachment directly from Mailing Interface of Microsoft Outlook.   1. DMS Solution needs to be seamlessly integrated with Microsoft Office products viz. Word, Excel and PowerPoint facilitating storage of MS office documents from MS Office interface. MS office interface must allow the facility to select required folders in DMS for saving and retrieval of the documents. 2. The solution should support seamless integration through API & Web services. 3. The solution should be accessible on Mobile devices wherein the user is able to capture, upload, download, search document and initiate/approve workflow through the same. | Self declaration by authorized signatory of the Bidder on Bidder's Letterhead.  (All these points will be verified at the stage of Proof Of Concept (POC). In case of non-compliance of any point, bid will be rejected.) |  |  |
| **11** | To handle post-implementation support services, the Bidder should be providing support services directly from its office in Mumbai Metropolitan Region or through its Partner / Dealer / Resident Engineer for the proposed DMS solution to its customer in Mumbai Metropolitan Region, since last 1 year as on the last date of submission of bid. | Certificate from its customer towards availing of support services in Mumbai Metropolitan Region for the implemented DMS solution mentioning name of DMS solution and period of services being availed. |  |  |

The bidder is to submit documentary evidence for all the above points along with **Annexure - III – Eligibility Criteria.**

A summary of experience mentioned by the bidder for the point # 6 above, must be enclosed with the Eligibility Bid, giving the following details:

* Name of the Client. , Number of branches.
* Scope of the Project.
* Project Deliverables.
* Details of the software licenses delivered.
* Details of integration with other legacy solutions of the customer.
* Date of award of Contract.
* Date of commencement of the Project.
* Date of successful commissioning/final sign-off of the Project by customer.
* Name of the person who can be referred to from Clients' side, with Name, Designation, Postal Address, Contact Phone and Fax numbers, E-Mail IDs, etc.

(Above details are MANDATORY and are to be included by the bidder in the Eligibility Bid. Without the above details, the Bid is liable to be rejected.)

This reference (point # 6 above) of project experience submitted by the bidder may be referred /contacted by SIDBI team for validation.